

# **VIP CLUB MEMBERSHIP TERMS & CONDITIONS**

## **A. APPLICABILITY**

1. The SmartHeart VIP Club Membership is an upgrade membership for selected user of SmartHeart MY to enjoy exclusive privileges of SmartHeart MY.
2. By accepting the VIP Membership invitation, Member agrees to be subject to Terms and Conditions and understand Member's VIP Club Membership may revoke at any time for Member's failure to abide the Terms and Conditions.
3. VIP Member understands that the rights of the VIP Club Membership, including the right to identify VIP Club Membership, begin and only for as long as Member are an active Members of SmartHeart MY.

## **B. TERM, RENEWAL, TERMINATION**

1. SmartHeart VIP Club Membership of SmartHeart MY, are exclusively by invitation only for the moment, and are non-transferable, and non-exchangeable.
2. The invitation of VIP Club Membership is solely on the right of the owner of SmartHeart MY.
3. The VIP Club Membership only apply to single owner with the registered Name, Phone Number, Address, and Pet Profile.
4. The term of this VIP Club Membership commences on the date Membership status approved by SmartHeart MY. The Initial Term of this VIP Club Membership shall be one (1) year from the date approved.
5. The Member's is to remain active in SmartHeart MY in purchase with minimum spending amount of RM50.00 per transaction, for six times in six consecutive months within the same year.
6. The Member's is to remain active for any SmartHeart VIP Club related activities be it in online and/or offline platform with atleast 50 % participation within the same year.
7. VIP Club Membership shall be auto-renewal upon meeting the requirement in (5) & (6). Successful VIP Club Membership renewal shall be notified by SmartHeart MY.

## **C. PRIVILEGES.**

1. SmartHeart MY VIP Club Membership privileges are non-transferable, and non-exchangeable, within Members of SmartHeart MY.

2. VIP Club Membership of SmartHeart MY, are entitle for exclusive discounts and benefits that are valid and claimable in SmartHeart MY.
3. VIP Club Membership exclusive discounts are applicable for only selected product(s), product purchase, program or campaign.
4. VIP Club Membership are entitled to earn extra SmartHeart Loyalty Points than normal Members' of SmartHeart MY.
5. SmartHeart MY practice point clearance per annum basis. Any unused or balance SmartHeart Loyalty Points shall be forfeited should the Member's fail to utilize the points within the period given.
6. Privileges of VIP Club Membership upon expiry or termination of Membership, shall be forfeited with immediate action.

#### **D. VIP MEMBERSHIP CONDUCT'S**

1. VIP Club Member's membership in SmartHeart MY may include benefits that help facilitate introductions/interactions to other SmartHeart MY members.
2. In the event, SmartHeart MY receives any complaints from other SmartHeart MY members/non-members regarding VIP Club Member's misconduct in actions, communications and/or activities related to the VIP Club Membership and/or in any way; such complaint(s) may result in immediate termination of VIP Club Member's membership, by SmartHeart MY in its sole discretion.

#### **E. PRIVACY**

1. As a part of VIP Club Membership of SmartHeart MY, Members' agree to be bounded by our Privacy Policy that describes on personal information collection, the use of data, disclose of data in compliance with the Personal Data Protection Act (PDPA) 2010 of Malaysia.
2. "Personal Information" may include, but is not limited to, name, address, phone number, email addresses, birthdate, electronic signatures, personal identification numbers, IP addresses, mobile device identifiers, geo-location, details of pet animal, or any other personally identifying data collected from Members' by SmartHeart MY, or its authorized agents in fulfilment of VIP Club Membership-oriented programs.
3. The owner of SmartHeart MY, Perfect Companion (M) Sdn. Bhd. reserves the right to amend, edit, change, or withdraw any privilege and Terms and Conditions at any time without prior notice to Members. Terms and Condition of VIP Membership of SmartHeart MY applies.