

TERMS AND CONDITIONS

1. The "Impian Card" (Points Avenue Loyalty card) is issued by and remains the property of Points Avenue Loyalty Sdn Bhd (Company No. : 887181-H) which reserves the right to, at any time, vary or terminate the Programme or any Privileges under the Programme or withdraw the Impian card from use without prior notification to Members and without being liable in any way to Members. Points Avenue may, at its sole discretion, remove any or all Members from the Programme at any time.
2. These Terms and Conditions govern the award and use of Stars by Members, and set out the terms of the agreement between Points Avenue and each Member with regards to the Programme. A person intending to participate in the Programme can sign up and register for the Programme with Points Avenue by applying for an Impian card and can then earn Stars on various purchases at participating Merchants' outlets. By applying to register with the Programme or using the Impian card, a Member is deemed to have accepted these Terms and Conditions. Points Avenue may, in its sole discretion decide and without the need to assign any reason, refuse an application made by any person to be a Member.
3. Points Avenue reserves the right to amend these Terms and Conditions without notice at any time. Your use of your Impian card following such changes constitutes your agreement to be bound by the new Terms and Conditions.
4. Impian card is a privilege card and is non-transferable. It is not a credit card, debit card or a charge card.
5. Impian card is free to Members and no annual fee will be charged for Membership.
6. A Member may use Impian card only in participating Merchants' outlets or at such places or on such items as Points Avenue may specify from time to time. Limitation for Stars given - All purchased items at the outlets except items namely touch & go reload, e-pay and Telco prepaid value purchases.
7. To collect Stars for a transaction in participating outlet, Member MUST present the Impian card to the cashier before every transaction to ensure that spending amount is recorded and accumulated. Otherwise, Points Avenue will not be able to update any transaction for accumulation of Impian card Stars. Minimum purchase of RM5 is required.
8. There shall be no accumulation of Stars for backdated receipts, special savings, offers, bulk purchases and sales, unless otherwise stated.
9. Stars will be awarded at the rate agreed between Points Avenue and Merchant when a Member purchases goods (except for vouchers) at participating Merchant's outlets. Points Avenue may alter the method and rate at which Stars are awarded at its discretion from time to time.
10. The current redemption value of Stars is 1 Impian card Star equal to 1 cent. Points Avenue reserves the right to vary the rate at any time.
11. Stars will also be awarded for the value of Rewards/Privilege when a Member redeems for Rewards/Privilege at Merchant's outlets.
12. Points Avenue may, at its discretion, replace or substitute any advertised Reward/Privilege with a similar Reward/Privilege.
13. A Member may check his/her Stars online at the Website or via short messaging service (SMS). Charges will apply for checking of Stars via SMS.
14. In the event of a failure or breakdown of any equipment or system used in connection with the Programme, Points Avenue may refuse request for redemption or to award Stars on any transaction. Points Avenue shall not be responsible or liable in any manner in the event Stars are not awarded or redemption cannot be made or a Member is unable to check his Stars, due to any failure in the equipment or system used in connection with the Programme.
15. The conditions of use stated on the reverse of the Impian card form part of the Terms and Conditions herein and in the event of any conflict, the Terms and Conditions contained herein shall prevail.
16. A Member may apply for a new Impian card if it is lost or stolen. Chargeable of RM3 processing fees if required Stars to be transferred from old card to the new card. Charges in the form of credits deduction from the original card balances, a total of 300 Stars to be deducted.
17. Stars expiry is after 36 months if the card was not active or no transaction at all within the period.
18. Notification of any matter in relation to the Programme shall be deemed given to Members if it is made via any one of the methods below:
 - by posting by posting on the Website; or
 - by sending an email to Members who have provided email address to Points Avenue; or
 - by publication in a newspaper; or
 - Sending by ordinary post to the last known address of Members appearing in Points Avenue's records.
19. Points Avenue is not responsible or liable to the Members for indirect, consequential or economic losses, loss of profits, loss of opportunity or punitive damages of any kind.
20. Points Avenue may further establish rules, procedures and policies in relation to any matter regarding the Programme, all of which shall form part of the Terms and Conditions. These Terms and Conditions as set out herein shall prevail in the event of any conflict or inconsistency with any other documents, statements, rules, procedures, policies or communications, issued by Points Avenue, including FAQ, advertising or promotional materials.

Members may contact Points Avenue via post, telephone, fax or email at: -

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No. 21-3, Jalan Puteri ¼, Bandar Puteri Puchong,
47100 Puchong, Selangor Darul Ehsan, Malaysia.
Tel: 603-8063 1123 Fax: 603-8062 6223
For Card Member Customer Service
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For more Terms and Conditions apply, please visit our website : www.impiancard.com.my

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