

Free Membership Campaign

when you spend a minimum RM10.00

Frequently Asked Questions

1. How long is the duration of the campaign?

The campaign starts from 1 October 2023 until 31 December 2023.

2. I am not a Cosway member. How do I register for free?

You can visit any Cosway store or online store at www.cosway.com.my to get registered or and spend a minimum of RM10.00 on Cosway products (including C, N, T, P, S, V, B, M, RN, Q). If you have a friend who is already a member, you may join under your friend's sponsor ID. Please fill in the Membership Application Form and hand it to the store operator. You are required to provide accurate information for your registration to receive full member benefits and promotional news.

3. If I am an eCosway BO/ VIP Shopper, can I renew my membership for free?

No, this campaign is strictly for Cosway membership. However, you can join as a new Cosway member for free under this campaign.

New Sign-ups

4. What do I get if I join as a Cosway member in this campaign?

You will receive monthly Member's Special Offers e-catalogues through email and birthday e-voucher worth RM200.00. You will receive incentives and bonuses according to the SMART Membership Manual (<https://bit.ly/3zMXCFr>), e-Redemption Coupons (eRC) to redeem fabulous products and purchase One (1) Starter Set with up to 50% of savings. Additionally, you will get an **RM8.00 welcome e-voucher** on your first purchase during registration with a spending of RM80.00 and also get to enjoy **Welcome Rewards** deals (https://shop.cosway.com.my/cosway/my/BusinessTemplateFile_my.jsp?fl=Welcome-Rewards). You are entitled to make a one-time purchase of up to 3 items (1 unit each) for Welcome Rewards upon your membership registration. You will also be given One (1) FREE Starter Kit to kick-start the business side of your Cosway membership.

5. I understand that with this free membership, I am only entitled to receive Member's Special Offers e-catalogue. What should I do if I would like to have the physical catalogue?

You may collect the printed monthly newsletter for free from the nearest Cosway store. Each newly signed-up member is entitled to One (1) physical copy every month, while stocks last.

RM8.00 welcome e-voucher

6. How do I get the RM8.00 welcome e-voucher?

Newly signed-up members are entitled to get an RM8.00 welcome e-voucher with a spending of RM80.00 on first purchase upon registration. You can get maximum 2 x RM8.00 welcome e-voucher in a single receipt. RM8.00 welcome e-voucher can be used on the next purchase with a minimum spending of RM50.00 (including promotional categories P, S, V, B, M).

7. Why can't RM8.00 welcome e-voucher be used on product categories N & T?

RM8.00 welcome e-voucher from Free Membership Campaign is used to boost promotional items. Hence, this voucher cannot be used to purchase products sold at normal member price for N & T categories.

Renewal

8. What do I need to do to get free membership renewal? How long will the free membership last?

You only need to visit any Cosway store and spend a minimum of RM10.00 on Cosway products to renew your membership following the expiry month. For example, if your membership has expired in July 2023 and if you renew your membership in October 2023, your free membership will last until July 2024 based on your membership expiry month. It is advisable to renew your membership soonest.

9. What do I get if I renew my Cosway membership in this campaign?

You will receive monthly Member's Special Offers e-catalogues through email and birthday e-voucher worth RM200.00. You will receive incentives and bonuses according to the SMART Membership Manual (<https://bit.ly/3zMXCFr>), e-Redemption Coupons (eRC) to redeem fabulous products. Additionally, you will get a **FREE RM15.00 renewal e-voucher** and also get to enjoy **Welcome Rewards** deals (https://shop.cosway.com.my/cosway/my/BusinessTemplateFile_my.jsp?fl=Welcome-Rewards). You are entitled to make a one-time purchase of up to 3 items (1 unit each) for Welcome Rewards when you renew your membership.

10. I understand that with this Free Membership Campaign, I am only entitled to receive Member's Special Offers e-catalogue. What should I do if I would like to have the physical catalogue?

You may collect the printed monthly newsletter for free from the nearest Cosway store. Each member is entitled to One (1) physical copy every month, while stocks last.

11. If my membership is expiring in December 2023, am I entitled to a free membership renewal with a minimum spending of RM10.00?

Yes, you are entitled to a free renewal as your membership expiry is within the campaign period (October – December 2023). However, you are only allowed to renew your membership in the month of January 2024. If your membership is expiring in January 2024, you are not entitled to enjoy the offer.

12. How does the RM15.00 renewal e-voucher work?

Renewal members will receive a free RM15.00 renewal e-voucher that can be utilised with RM120.00 spent on promotional categories P, S, V, B, M.

Auto Renewal

13. How do I qualify for auto-renewal membership?

Minimum requirement for auto renewal is RM600.00 (per annum) during campaign period.

If your membership expiry month is in October 2023 and you have spent RM600.00 throughout the year until October 2023, your membership will be renewed automatically.

14. Who is entitled to enjoy Loyalty Rewards?

Loyalty Rewards (https://shop.cosway.com.my/cosway/my/BusinessTemplateFile_my.jsp?fl=Loyalty-Rewards) are especially for auto-renewal members who meet the minimum requirement of RM600.00 spent per annum. You are entitled to make a one-time purchase of up to 3 items (1 unit each) via Cosway stores.

Note: You are eligible to purchase Loyalty Rewards once your membership is due and qualified for auto-renewal.

15. How do I know that I am entitled for the RM30.00 loyalty e-voucher and a free gift?

If your membership is eligible for auto-renewal from October – December 2023, you will get a FREE GIFT and a FREE RM30.00 loyalty e-voucher (RM15.00 e-voucher x 2) during the campaign period (October – December 2023). Each RM15.00 loyalty e-voucher is to be used on next purchase with minimum spend of RM120.00 in a single receipt on promotional categories P, S, V, B, M. Multiple vouchers are allowed. You can redeem the free gift with any purchase. You will receive an SMS from the company on voucher validity and voucher code (key in your Member ID as the voucher code).