

### 1. What is the collaboration between PrestoMall and BonusLink?

PrestoMall has now partnered up with BonusLink so Members can easily redeem a wide range of Special Gifts with a minimum of 100 BonusLink Points!

### 2. What is the range of Gifts available for redemption?

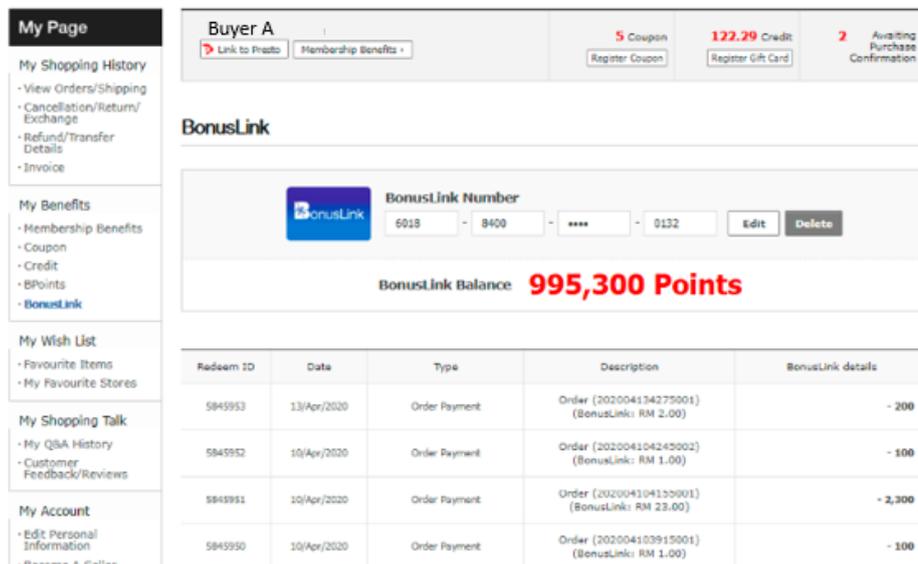
Explore over 100 Exclusively Curated Gifts and so much more at <https://promotion.prestomall.com/BonusLink>. Women and Men Fashion categories are however excluded from the redemption campaign.

### 3. Can I collect BonusLink Points for Prestomall purchases?

Yes. Effective 15 June 2020, Members can collect BonusLink Points for their purchases within PrestoMall.

### 4. How do I track my BonusLink Redemption transaction history on the PrestoMall page?

You can check your redemption transaction history on My Page > My Benefits > BonusLink. Please note that the history will only display transactions that happened within PrestoMall only.



The screenshot shows the 'My Page' navigation menu on the left, with 'My Benefits' selected. The main content area displays the user's BonusLink account details for 'Buyer A', including 5 coupons, 122.29 credit, and 2 items awaiting purchase confirmation. The BonusLink Number is 6018-8400-\*\*\*\*-0132. The current BonusLink Balance is 995,300 Points. Below this is a table of redemption transactions.

Redeem ID	Date	Type	Description	BonusLink details
5845953	13/Apr/2020	Order Payment	Order (202004134275001) (BonusLink: RM 2.00)	- 200
5845952	10/Apr/2020	Order Payment	Order (202004104245002) (BonusLink: RM 1.00)	- 100
5845951	10/Apr/2020	Order Payment	Order (202004104155001) (BonusLink: RM 23.00)	- 2,300
5845950	10/Apr/2020	Order Payment	Order (202004103915001) (BonusLink: RM 1.00)	- 100

**5. How to make redemption for curated gifts with BonusLink Points?**

Step 1:	Register your BonusLink card number with Presto under My page. Please enter your BonusLink card number & PIN.
Step 2:	Proceed to checkout. Click <u>Order All</u>
Step 3:	Under 'Other Payment Methods' choose BonusLink Points by checking your current Points balance. Click on <u>Check Balance</u>
Step 4:	Upon successful verification, you may proceed to confirm the amount of BonusLink Points you would like to redeem. Redemption starts at minimum 100 Points = RM1
Step 5:	Check your transaction details and click <u>Proceed to Payment</u>
Step 6:	And you're done!

**6. How do I check my BonusLink Points in PrestoMall page?**

Simply key-in your BonusLink Card number and correct PIN to check on your Points balance.

**7. How do I reset PIN if it's locked?**

Kindly contact BonusLink Member Services at 03-7626 1000 for assistance.

**8. What is PrestoMall credit?**

It is PrestoMall's exclusive benefit program. It can be used like cash and the credit is stored in your PrestoMall account. You can use the Credit to purchase anything without minimum purchase limit.

**9. Is PrestoMall credit transferable?**

No. Balance of Credit cannot be cashed out or transferred. It can only be used to purchase within PrestoMall.

**10. Can I get back my BonusLink Points if I cancel my purchases with PrestoMall?**

No. BonusLink Points will be refunded as PrestoMall credit.

**11. How long do I need to wait for my refund to be credited into PrestoMall account?**

The refund will be processed and credited in your PrestoMall account within 7 days-14 days.

**12. Can I top-up the differences with cash or PrestoMall credit for my purchase if my BonusLink Points are insufficient?**

Yes, there are various payment options such as:

- a. Credit Card / Debit Card
- b. Online Banking
- c. Mobile Wallet
- d. ATM/Bank Transfer
- e. Cash @ 7-Eleven
- f. Credit

**13. Can I use my BonusLink Points to pay only the delivery charges?**

No. Payment amount is based on the full order amount.

**14. Who should I contact on any enquiries related to Cancellation, Return or Exchange?**

Please contact [hello@prestomall.com](mailto:hello@prestomall.com) for further assistance.

**15. How long are the PrestoMall credits valid for?**

Here are three types of examples:

A) Member completes transaction via the following payment method: (BonusLink, e-Wallet, Bank transfer, ATM, 7-eleven cash) but buyer cancels the order.	Note: Order is cancelled and 'refund in credit' was selected  Validity: 1 year
B) Initial payment was made by credit and Member now cancels the order.	Note: The validity will follow the original credit validity. If order cancellation was made when the credit expires, the system will auto extend the validity for another 1 week.
C) If the Member contacts PrestoMall's Customer Service and successfully cancels the order	Validity: 6 months