

Frequently Asked Questions – Vern’s Promotion (Customer Edition)

1. What is this Vern’s Promotion?

The VERN’S STYLO MYLO OFFER is the ultimate Shoe Package offer, whereby you can redeem a new pair of Vern’s brand shoes every month for only RM50 per month, regardless of the Retail Selling Price from Vern’s.

2. Who is Vern’s? What brand is this?

- a) Vern’s is a local and has been providing comfortable & stylish shoes to all Malaysians for the last 13 years.
- b) They have more than 70 outlets nationwide (Please click this link to view all the participating outlets – <https://bit.ly/3z33Mkv>)
- c) They offer shoes for the whole family from Ladies and Children’s and they even have bag collections as well.

Note : This promotion is valid for Vern’s brand shoes collections @ Normal Selling Price only, not applicable to promotional items/deals.

3. What is the offer now for the BONUSLINK/DREAMSHOP members?

We are offering a few packages now as below for you to choose from :-

- a) Package A – 2 months package – RM100
- b) Package B – 3 months package – RM150 (FREE 1 Additional Month)

Note : Package B FREE Additional month is only Limited to 1st 30 Customers only. They will be informed that they are the 1st 30 customers in their first e-voucher email and sms. The free month e-voucher will be sent on the 4th month.

Please refer to **Appendix E** for email template, **Appendix F** for sms template.

Customers who purchased any of the packages will be entitled to 8X Bonuslink points.

Customers will be able to receive 1x Bonuslink points immediately after successful transaction, the remaining 7x Bonuslink points will be reflected in customer’s account within 14 days.

4. How many pairs of shoes will I be getting?

- a) Package A – 2 pairs of shoes for 2 months, one pair each month
- b) Package B – 3 pairs of shoes for 3 months, one pair each month
- c) For Package B the 1st 30 customers will be 4 pairs of shoes.

5. Is it for all brands of shoes?

It is only applicable to shoes under the brand of Vern’s.

6. This promotion is valid for how long?

This promotion starts from 15 July 2022 and ends on the 15 September 2022. (2 Months period).

7. Where do I purchase the packages?

Dreamshop

- 1) Go to dreamshop.com.my
- 2) Click on the package that you wish to purchase
- 3) Add to Cart
- 4) Check out

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- 5) Sign in or Sign Up as Dreamshop member
- 6) Choose payment method: debit card/e wallet/credit card/offset with Bonuslink points
- 7) Payment successful
- 8) E- voucher will be emailed within 3 working days

8. Do I pay on a monthly basis or one lump sum?

You will pay one lump sum for the package, and the price will depend on the package that you choose.

9. How will I know if my purchase is successful?

Once purchase is successful, there will be a confirmation email sent to your registered Dreamshop email.

10. Can I cancel my purchase?

Purchase are not cancellable.

11. Once I have successfully redeemed the package in Dreamshop.com.my, how long will I receive the e-voucher?

We will send the e-voucher to your registered Dreamshop email within 3 business days. We will also send you a sms informing you we have emailed you the e-voucher.

12. How often will I receive the e-vouchers?

The first e-voucher will be sent to your registered Dreamshop email within 3 business days. The e-voucher for subsequent months will be sent to your registered Dreamshop email on the first day of the following month.

For example:

- Customer purchased Package B (3 months) on 15 July. We will email them the 1st e-voucher latest by 18 July, and it will expire on 31st August.
- For the 2nd e-voucher, we will email them on 1st August, and it will expire 30th September.
- For the 3rd e-voucher, we will email them on 1st September, and it will expire 31 October.

13. How do I redeem the shoes?

Step 1: Visit any participating Vern’s outlet. You may refer to the list of participating outlets here: <https://bit.ly/3z33Mkv>

Step 2: Show Vern’s staff the e-voucher from your email. The email must be originally from evoucher@dreamshop.com.my

Customers will be required to show the original e-voucher email from Dreamshop. We do not accept forwarded emails, screenshots of the email and also printed versions of the email.

Step 3: Select your preferred pair of shoes. No further payment required. No exchange is allowed once shoes have been redeemed.

Step 4: Fill in a simple form at cashier, as acknowledgement of the redemption of your shoes.

14. Is it applicable to all shoes?

No, it is only applicable to shoes under Vern’s brand with Normal Selling Price, not applicable to shoes under promotion or deals.

15. Is it only applicable to shoes only?

Yes, only applicable to Vern’s brand shoes collection.

16. Is there a limit to how many packages I can purchase?

There is no limit to how many packages you can purchase.

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17. Does the e-voucher have any expiry date?

Yes, each e-voucher has a validity of one (1) month from the month of the transaction. Example as below :-

- Customer purchased package on 28 July. E-voucher that they receive will expire by 31st August 2022.
- Customer purchased package on 2 August. E-voucher that they receive will expire by 30 September 2022.
- Please refer to [Appendix A, B, C, D](#) for expiry date guide.

18. Can I compile all my e-vouchers and only redeem them in ALL at one time at the end of my subscription?

No, you cannot redeem all vouchers in one go at the end of your package date as each e-voucher has their own expiry date.

19. How many shoes can I redeem with one e-voucher?

You can only redeem one pair of Vern’s brand shoes per one e-voucher.

20. I have selected a pair of shoes of lesser amount, will I be refunded the amount difference?

No refund will be given on the amount difference, if the customer has selected a product with a lesser value.

21. Can I transfer my e-voucher to someone else?

No, the e-voucher is non-refundable, not exchangeable for cash, and not transferable to any 3rd party. You will be required to show the original e-voucher email from Dreamshop. We do not accept forwarded emails nor screenshots of the email.

22. My e-voucher is expiring soon, can you extend its validity?

No, any request for expired e- vouchers to be extended will not be entertained.

23. I lost my e-voucher. Can you resend it to me?

No, we will not resend the e-voucher to you. It is up to the customer’s own responsibility for the safekeeping of their own e-voucher.

24. I did not receive my e-voucher. Can you resend it to me?

Any request to resend the e-vouchers due to the reason of “did not received”, will be resend within 7 working days upon investigation that the e-vouchers has yet to be utilized. For such scenarios, we will only resend 1 time and we will resend the same e-voucher code.

25. If I have more enquiries, who do I contact?

Tel: +603-7832 6103 (Mon-Fri, 9am-6pm)

Email us: enquiries@dcr.com.my

APPENDIX

Appendix A

A scenario of expiry dates for all the packages, assuming customer purchased in 28 July 2022.

Month	Package A (2 shoes for 2 months)	Package B (3 shoes for 3 months)
Month 1/Voucher 1	28 July – 31 Aug	28 July – 31 Aug

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Month 2/Voucher 2	1 Aug – 30 Sep	1 Aug – 30 Sep
Month 3/Voucher 3		1 Sep – 31 Oct
Month 4 (only for 1 st 30 customers who purchased Package B)		1 Oct – 30 Nov

Appendix B

A scenario of expiry dates for all the packages, assuming customer purchased in 1 Aug 2022.

Month	Package A (2 shoes for 2 months)	Package B (3 shoes for 3 months)
Month 1/Voucher 1	1 Aug – 30 Sep	1 Aug – 30 Sep
Month 2/Voucher 2	1 Sep – 31 Oct	1 Sep – 31 Oct
Month 3/Voucher 3		1 Sep – 31 Oct
Month 4 (only for 1 st 30 customers who purchased Package B)		1 Nov – 31 Dec

Appendix C

A scenario of expiry dates for all the packages, assuming customer purchased in 15 Aug 2022.

Month	Package A (2 shoes for 2 months)	Package B (3 shoes for 3 months)
Month 1/Voucher 1	15 Aug – 30 Sep	15 Aug – 30 Sep
Month 2/Voucher 2	1 Sep – 31 Oct	1 Sep – 31 Oct
Month 3/Voucher 3		1 Oct – 30 Nov
Month 4 (only for 1 st 30 customers who purchased Package B)		1 Nov – 31 Dec

Appendix D

A scenario of expiry dates for all the packages, assuming customer purchased in 31 Aug 2022.

Month	Package A (2 shoes for 2 months)	Package B (3 shoes for 3 months)
Month 1/Voucher 1	31 Aug – 30 Sep	31 Aug – 30 Sep
Month 2/Voucher 2	1 Sep – 31 Oct	1 Sep – 31 Oct
Month 3/Voucher 3		1 Oct – 30 Nov
Month 4 (only for 1 st 30 customers who purchased Package B)		1 Nov – 31 Dec

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Appendix E

Sample e-voucher email



Date: 01-06-2022

Dear AUDREY,

Thank you for purchasing the Vern's Stylo Mylo e-voucher!

Here is your 1st Month Subscriptions voucher code 1x

Voucher Code - 123

Your E-Voucher expiry date is **31-07-2022**

Kindly refer to the following Terms and Conditions:

1. Only applicable to any Normal Selling Price Vern's brand shoes, not applicable to promotional items/deals.
 2. Only applicable to Vern's brand shoes collection.
 3. Each e-voucher has a validity of one (1) month from the month of the transaction. Example as below :-
 - Customer purchased package on 15 June. E-voucher that they receive will expire by 31st July 2022.
 - Customer purchased package on 2 July. E-voucher that they receive will expire by 31st August 2022.
 4. It is the responsibility of the customer to utilise the e-voucher before it expires.
 5. Customers can only redeem one (1) pair of shoes per e-voucher.
 6. No combination of e-vouchers allowed. Customers can only redeem one (1) e-voucher a month.
 7. No refund will be given on the amount difference, if customers have selected a pair of shoes with a lesser value than RM50.
 8. The e-voucher is not transferable to any 3rd party. Customers will be required to show the original e-voucher email from Dreamshop. We do not accept forwarded emails, screenshots of the email and printed versions of the email.
 9. The e-voucher is non-refundable.
 10. The e-voucher is not exchangeable for cash.
 11. Any request for expired e- vouchers to be extended will not be entertained.
 12. Any request to resend lost e-vouchers will not be entertained. It is up to the customer's own responsibility for the safekeeping of their own e-voucher.
 13. Vern's has no obligation to replace or refund value of lost, stolen, or damaged vouchers.
 14. Any request to resend the e-vouchers due to the reason of "did not received", will be resend within 7 working days upon investigation that the e-vouchers has yet to be utilized. For such scenarios, we will only resend 1 time and we will resend the same e-voucher code.
 15. Feel free to contact us should you require further assistance.
- Tel: +60 3 – 7832 6103 (Mon – Fri, 9am to 6pm)
Email us: enquiries@dcr.com.my

How to Redeem:

- Step 1: Visit any participating Vern's outlet. You may refer to the list of participating outlets here: <https://bit.ly/3z33Mkv>
- Step 2: Show Vern's staff the e-voucher from your email. The email must be originally from evoucher@dreamshop.com.my. Customers will be required to show the original e-voucher email from Dreamshop. We do not accept forwarded emails, screenshots of the email and printed versions of the email.
- Step 3: Select your preferred pair of shoes. No further payment required. No exchange is allowed once shoes have been redeemed.
- Step 4: Fill in a simple form at cashier, as acknowledgement of the redemption of your shoes.

Thank you for your continued support.

Yours sincerely,
Fulfillment Agency
DCR Marketing Sdn Bhd (718792-P)

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Appendix F

Sample of SMS

