

Eskayvie Preferred Customer (EPC) Membership Policy

1. Purpose

The Eskayvie Preferred Customer (EPC) Membership Program is established to reward loyal customers with exclusive privileges, special pricing, promotional benefits, cashback rewards, and loyalty points on Eskayvie products. Membership is available at an annual fee of **RM20 per year**.

2. Eligibility

- EPC membership is open to individual customers aged 18 years and above.
- Each individual is strictly entitled to register **one (1) EPC account only**.
- Existing customers may enrol as EPC members upon successful payment of the annual membership fee.

3. Membership Fee & Renewal

3.1 The EPC membership fee is **RM20 per annum**.

3.2 Membership is valid **for twelve (12) months** from the date of registration.

3.3 Annual renewal is required to maintain active membership status.

3.4 Members who fail to renew will immediately lose access to:

- Member-exclusive pricing
- Vouchers and promotional privileges
- Cashback rewards and loyalty points redemption

4. Membership Benefits

4.1 Registration Vouchers (RM20 x 2)

4.1.1 Two (2) RM20 vouchers will be issued upon successful EPC registration.

4.1.2 Voucher conditions:

- Minimum purchase of **RM150 in a single transaction**
- Valid for **all Eskayvie products**
- Valid for **two (2) months from issuance**

4.1.3 Vouchers are **non-transferable, non-refundable, and non-extendable**.

4.1.4 Only **one (1) voucher** may be redeemed per transaction.

4.1.5 Existing customers will not receive RM40 registration vouchers unless they newly enrol with payment of the membership fee.

4.2 Birthday Month 50% Discount

4.2.1 Members are eligible for a **50% discount** on one selected product during their birthday month.

4.2.2 Valid for **one-time redemption** only.

4.2.3 Applicable to a **single product** per transaction.

4.2.4 The birthday voucher is **non-reusable and non-transferable**.

4.3 Monthly Cashback (Issued as Loyalty Points)

4.3.1 Monthly cashback is calculated based on accumulated monthly spending:

- **RM300 – RM499.99 → 1% cashback**

- **RM500 – RM999.99 → 2% cashback**

- **RM1,000 and above → 5% cashback**

4.3.2 Cashback will be credited as Loyalty Points at the beginning of the following month.

4.3.3 Cashback may only be used **in the month after** it has been credited.

4.3.4 Monthly spending resets at the start of each new month.

4.4 Loyalty Points

4.4.1 Members earn 100 Loyalty Points for every RM1 spent.

4.4.2 Redemption value:

- **10,000 Loyalty Points = RM1**

4.4.3 Loyalty Points do not expire.

4.4.4 Redemption is allowed once a **minimum of 10,000 points** is accumulated.

5. Voucher & Reward Redemption

5.1 All vouchers, cashback, and loyalty points must be redeemed through the official Eskayvie.com website.

5.2 Voucher codes must be entered in the “Coupon Code” field at checkout.

5.3 Multiple vouchers cannot be used in a single transaction.

5.4 Expired vouchers are void and cannot be reinstated.

6. Membership Upgrade to Agent

6.1 EPC members may upgrade to the Eskayvie Agent Program via the Register Eskayvie Nexus (Apprentice) plan.

6.2 The registration fee is RM70.

6.3 Upon successful registration, members will receive one (1) bottle of Mindtropic as part of the welcome benefit.

7. Member Obligations

7.1 Members must ensure all personal, contact, and account information is accurate and up to date.

7.2 Abuse, manipulation, or misuse of EPC benefits, vouchers, cashback, or loyalty points is strictly prohibited.

7.3 EPC membership accounts are non-transferable and for individual use only.

8. Suspension & Termination

8.1 Eskayvie reserves the right to suspend or terminate membership without prior notice in cases of:

- Fraudulent activity
- Abuse of system privileges
- Violation of membership terms
- Misrepresentation of identity

8.2 Any unused benefits, vouchers, cashback, or loyalty points will be forfeited upon termination.

9. Policy Amendments

9.1 Eskayvie reserves the right to amend, update, or modify this Membership Policy at any time without prior notice.

9.2 Continued participation in the EPC Program signifies acceptance of any amendments made.