

FET Member Agreement

This Fotile Excellence Team Program (FET) agreement is between Fotile Marketing Sdn Bhd (FMSB) and you.

The FET membership card is issued by FMSB and entitles the cardholder to certain benefits subject to these terms and conditions. FMSB may change the terms and conditions or terminate the FET program at any time without prior notice or liability. By joining as a member, you are immediately subjected to the provisions of this Agreement. A member is deemed to understand and accept this agreement.

The membership is valid for two years from the month issued. The renewal of membership is subject to FMSB management discretion and approval. The membership is not transferable to any other person and should be kept under his/her personal control at all times.

Only the cardholder can receive the benefits from the rewards program or any other benefits from FET club. The benefits are non transferable to other party. Misuse of the card may result in cancellation of the membership at any time.

FMSB has no obligations to replace or reissue a replacement card to the cardholder following damage to or loss or theft of the card. Any replacement card will be issued in FMSB absolute sole discretion and may be subjected to a replacement fee as deemed appropriate by FMSB.

Terms & Conditions for Gift Redemption:

1. Points gained will be based on the monthly sales report submitted to FMSB before 15th of the following month of sales transaction
2. FMSB reserves the right to forfeit the points if the member fails to submit his/her monthly sales report before the deadline.
3. Points are only valid for 2 calendar years. Points accumulated will become invalid once the membership is expired. The points accumulated are allowed to be carried forward to new calendar years upon approved membership renewal.
4. Once a member has placed a redemption order that is accepted by FMSB, the order CANNOT be revoked, cancelled or changed.
5. If a member's choice of gift is unavailable, FMSB reserves the right to replace it with a substitute of similar value. All gifts are available while stocks last and we reserve the right to discontinue and/or replace the gifts with different products, colors, models or services. All gifts are subject to availability from the suppliers.
6. Points cannot be redeemed for cash or any other form of rewards besides stated in the FET Online Rewards System.
7. Fraud and abuse relating to earning of points in the FET program may result in the forfeiture of accumulated points as well as the cancellation of a cardholder's membership.
8. FMSB reserves the final right on all matters concerning the benefits of the FET program.