

## Gentle Pets Membership Terms & Conditions

Effective Date: 01 May 2026

Welcome to the Gentle Pets Membership Program (“Program”) operated by Gentle Pets (“we”, “our”, “us”). By registering as a member, you agree to the following Terms & Conditions.

---

### 1. Eligibility

- 1.1 The Program is open to individuals aged 18 years and above.
- 1.2 Membership registration is free unless otherwise stated.
- 1.3 By joining the Program, you confirm that the information provided is accurate and complete.

---

### 2. Membership Registration

- 2.1 Members may register through the Gentle Pets website, app, pop-up events, or participating stores.
- 2.2 Each member is allowed only one registered account.
- 2.3 Gentle Pets reserves the right to suspend or terminate duplicate, fraudulent, or abusive accounts.

---

### 3. Earning Points

- 3.1 Points are earned through eligible purchases made via Gentle Pets official channels.
- 3.2 Points are calculated based on the final amount paid after discounts.
- 3.3 Shipping fees, consignment items, selected promotions, and excluded products are not eligible for point collection.
- 3.4 Points may take up to 7 working days to be updated.
- 3.5 Points are non-transferable and cannot be exchanged for cash.

---

### 4. Membership Tiers

Members may unlock different membership tiers based on accumulated points:

\* Baby Paw

\* Little Paw

\* Loyal Paw

\* Golden Paw

Tier requirements, rewards, and benefits may be updated from time to time without prior notice.

---

## **5. Rewards & Vouchers**

5.1 Member vouchers, gifts, and rewards are subject to validity periods and selected product exclusions.

5.2 Vouchers cannot be combined with selected promotions unless stated otherwise.

5.3 Redeemed points and rewards are non-refundable and non-exchangeable for cash.

5.4 All membership gifts and rewards are strictly for self-collection unless otherwise stated.

---

## **6. Point Expiry**

6.1 Points are valid for 12 months from the date earned.

6.2 Expired points will be automatically removed and cannot be reinstated.

---

## **7. Returns & Refunds**

7.1 Points earned from refunded or cancelled orders will be deducted accordingly.

7.2 If vouchers or rewards were used in the refunded transaction, the refund amount may be adjusted.

7.3 Reward vouchers are non-refundable and cannot be exchanged for cash.

---

## **8. Member Benefits**

8.1 Members may enjoy:

- Exclusive member pricing
- Birthday rewards
- Early access to launches

- Event invitations
- Exclusive member gifts and promotions

Benefits may vary depending on membership tier and campaign period.

8.3 Gentle Pets reserves the right to modify or discontinue any member benefits at any time.

---

## **9. Account Misuse**

9.1 Gentle Pets reserves the right to suspend or terminate accounts involved in:

- \* Fraudulent activities
- \* Abuse of rewards or vouchers
- \* Reselling promotional items
- \* Violation of these Terms & Conditions

9.2 Members may request account deletion by contacting customer support.

---

## **10. General**

10.1 Gentle Pets reserves the right to amend membership benefits, rewards, tier structures, and terms & conditions at any time.

10.2 By registering as a member, you agree to the Gentle Pets Membership Terms & Conditions.

---

## **11. Changes to the Program**

11.1 Gentle Pets reserves the right to modify, suspend, or terminate the Program or any part of it at any time without prior notice.

11.2 Updated Terms & Conditions will be published through official channels and become effective immediately upon posting.

---

## **12. Limitation of Liability**

12.1 Gentle Pets shall not be liable for any system interruptions, technical issues, delayed points updates, or loss of rewards caused by circumstances beyond our control.

12.2 To the maximum extent permitted by law, Gentle Pets shall not be responsible for indirect or consequential damages arising from participation in the Program.

---

### **13. Governing Law**

These Terms & Conditions shall be governed by the laws of Malaysia.