

Artikamart Loyalty Program – FAQs

1. What is the Artikamart Loyalty Program?

Artikamart Loyalty Program is a rewards program where you can earn Loyalty Points by shopping on Artikamart and use them to get discounts on your future purchases.

2. How can I earn Loyalty Points?

You can earn Loyalty Points by making eligible purchases on Artikamart. The points will be added to your Loyalty account as per the applicable program rules.

3. How can I redeem my Loyalty Points?

You can redeem your available Loyalty Points for a discount on your future purchase.

How to Redeem:

1. Add your desired products to the cart.
2. Go to the Loyalty Program section.
3. Select the Loyalty Points you want to redeem.
4. Redeem your points to generate a coupon code.
5. The coupon code will be sent to your registered email address.
6. Use the coupon code at checkout to get your discount.

4. How can I apply my Loyalty Coupon Code?

Follow these simple steps:

1. **Add to Cart** – Select your desired products and add them to your cart.
2. **Redeem Points** – Redeem your available Loyalty Points to generate a coupon code.
3. **Check Your Email** – Your coupon code will be sent to your registered email address.
4. **Apply Coupon Code** – Proceed to checkout and enter the coupon code in the “**Coupon Code**” section.
5. **Click Apply Coupon** – Click on “**Apply Coupon**” to apply your discount.
6. **Enjoy Your Discount** – Once successfully applied, the discount will be deducted from your order total.

Important: Once generated, your Loyalty Coupon Code is valid for **7 days only**. Please use it before it expires.

5. When do my Loyalty Points expire?

Your Loyalty Points expire **6 months after they are earned**. Please redeem your points before their expiry date.

6. When does my Loyalty Coupon Code expire?

Once you redeem your Loyalty Points and receive a coupon code, the coupon code is valid for **7 days only**. After 7 days, the coupon code will expire and cannot be used.

7. Can expired Loyalty Points be restored?

Expired Loyalty Points generally cannot be restored. Please use your points before their expiry.

8. Can expired Coupon Codes be restored?

No. Once a Loyalty Coupon Code expires after 7 days, it cannot be used. Please make sure to use your coupon before the expiry date.

9. Can Loyalty Points be converted into cash?

No. Loyalty Points cannot be converted into cash. They can only be redeemed for eligible discounts on Artikamart purchases.

10. Can I transfer my Loyalty Points to another account?

No. Loyalty Points are linked to your Artikamart account and cannot be transferred to another account.

11. How can I check my Loyalty Points balance?

Log in to your Artikamart account to view your available Loyalty Points and related details.

12. Do I earn Loyalty Points on every purchase?

Loyalty Points are earned on eligible purchases according to the applicable Loyalty Program rules.

13. Can I redeem all my Loyalty Points at once?

You can redeem your available points according to the applicable redemption rules and limits of the Loyalty Program.

14. What happens to my Loyalty Points if I return an order?

If an order for which Loyalty Points were awarded is returned or cancelled, the corresponding points may be adjusted or reversed according to Artikamart's Loyalty Program terms and conditions.

15. Can I use Loyalty Points and a Coupon Code together?

Loyalty Points are first redeemed to generate a coupon code. The generated coupon code can then be applied to an eligible purchase according to the applicable Loyalty Program terms and conditions.