

## **Closure of Modere Malaysia business - for Social Marketer (FAQ)**

### **1. Why closure of Modere Malaysia business?**

Modere has implemented a global strategic plan which creates a focus on our core growth markets, and have decided to announce dormancy in the following markets: Korea, Thailand, Hong Kong, Taiwan, Singapore and Malaysia.

### **2. When is Modere Malaysia last day of operations?**

The last day operation is **31<sup>st</sup> January 2018**. Due to the mention date is a Thaipusam public holiday, last day for walk-in order at PJ showroom office will be on 30<sup>th</sup> January 2018 till 6.00pm. However, we still accept online order on 31<sup>st</sup> January 2018. Modere Malaysia will cease operations with effect from **1<sup>st</sup> February 2018** onwards.

### **3. Is Modere Malaysia website still available to place online order after 1<sup>st</sup> February 2018?**

Our official websites [www.modere.com.my](http://www.modere.com.my) will ends at 11.59pm Malaysia Time on 31<sup>st</sup> January 2018. Thus, our official website will cease functioning with effect from **1<sup>st</sup> February 2018** onwards.

### **4. Do I still get my January 2018 bonus commission if I qualify?**

Yes, the last commission paid out will be targeted on **15<sup>th</sup> February 2018**. While our [www.shiftingretail.com.my](http://www.shiftingretail.com.my) back office will remain opened for communication verification and tax purposes. You will continue access to back office commission section until market doors closed or as legally required by local government.

### **5. How will closure of Modere Malaysia office affect me as a Social Marketer?**

All corporate Sales & Marketing campaigns and business activities will be ceased with effect from **17<sup>th</sup> January 2018** onwards such as enrolment of new Social Marketers and Modere Escape 2018 campaign.

### **6. Can I maintain unused credit balance in my Social Marketer account to make purchases in other Modere operating countries?**

No. Social Marketer should provide bank account information for Modere Malaysia to bank-in the credit balance latest by 31<sup>st</sup> January 2018 or you may use the credit balance to offset your purchases.

### **7. How will closure of Modere Malaysia office affect my Modere Customers?**

All Modere Customer Perks & Customer Reward Program will be ceased effective **17<sup>th</sup> January 2018** such as Share the Love, STL referral shopping credit, shipping discount, birthday gift voucher, product of the month discount & monthly Modere Product Experience.

### **8. What will happen for unused STL referral shopping credit in customer's account?**

The last redemption of STL referral shopping credit will be by **31<sup>st</sup> January 2018**. Any unclaimed shopping credit after the mention date will be forfeited.

**9. When will be the last of day of company can accept product return?**

If a customer returns a product to the Social Marketer from whom it was purchased, the Social Marketer may return it to the company for an exchange or refund (less shipping and handling). All products returned by customers must be returned to the company within ten (10) days from the date on which the product was returned to the Social Marketer along with the Product Sales Receipt that the Social Marketer gave to the customer (Policies & Procedures 8.1.2). Social Marketer can refer to P&P 8.3 on procedures for all returns to Modere.

**10. Can I transfer my Social Marketer account to other Modere operating countries?**

No, Social Marketer must be residing in the country of operation.