

Closure of Modere Singapore business (FAQ)

1. Why closure of Modere Singapore 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 Singapore last day of operations?

The last day operation is **31st January 2018** and last day for walk-in order at Far East showroom office will be on 31th January 2018 till 6.30pm. However, we still accept online order on 31st January 2018 till 11.59pm. Modere Singapore will cease operations with effect from **1st February 2018** onwards.

3. Is Modere Singapore website still available to place online order after 1st February 2018?

Our official websites www.modere.com.sg will ends at 11.59pm Singapore Time on 31st January 2018. Thus, our official website will cease functioning with effect from **1st 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 **15th February 2018**. While our www.shiftingretail.com.sg 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 Singapore office affect me as a Social Marketer?

All corporate Sales & Marketing campaigns and business activities will be ceased with effect from **17th January 2018** onwards such as enrolment of new Social Marketers and MODERE Get-Together 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 Singapore to bank-in the credit balance or you may use the credit balance to offset your purchases by **31st January 2018**.

7. How will closure of Modere Singapore office affect my Modere Customers?

All Modere Customer Perks & Customer Reward Program will be ceased effective **17th 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 **31st 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 **seven (7) 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.