

TEDBOY CLUB (In-Store)

Frequently Asked Questions

About Tedboy Club

Q: What is the Tedboy Club Membership Programme?

Tedboy Club is a membership programme that rewards members for every purchase at any Tedboy outlet in a simple and hassle-free way! By joining, members will earn **(3%-15%) cashback** on the total spending, which can be accumulated and redeemed later.

Q: Are there any hidden registration fees?

No, there are no hidden fees. Tedboy Club is free for registration upon any transaction!

Q: Can I use my Tedboy Club Membership in other countries, other than Malaysia?

Unfortunately, no.

Q: How does Tedboy Bakery manage personal information?

Please read our [Privacy Policy](#) for details.

Q: What is the difference between Tedboy Club Members with Tedboy online reward points?

Tedboy Club cashback is **only earnable and redeemable at Tedboy physical outlets**, while Tedboy Online reward points are only applicable for purchases made on tedboy.com.

Becoming a Member

Q: How do I become a member?

- Sign up at any Tedboy outlet upon making a purchase
- Our team will guide you to fill out a short registration form (Required: Full Name, Mobile Number)
- After signing up, verify and fill in up other details email, birth of date.
- Membership is **valid for life** with no renewal or annual fees required.

Q: Who can become a member?

The minimum age is 18 years old. Open to all residents in Malaysia and non-Malaysian.

Q: Can I sign up for my Club Membership on Tedboy website?

NO. You will need to sign up at our physical Tedboy outlets. Currently, Tedboy club membership programme is not integrated with tedboy website.

Q: Do I get a membership card?

There is no card required or presented. Your membership number is your registered mobile number.

Q: Can I use a house number as registration?

A valid and active Malaysian mobile number is required to receive OTP (SMS) verification and members' special offers communication.

Q: Is there an expiry date on my membership?

No. Membership is valid for a lifetime and there are no renewals or annual fees required.

Q: I forgot my phone number. What should I do?

Fret not, we hope you haven't forgotten your full name too! Our friendly staff always ready to help you

Q: I no longer use the phone number provided for membership number. What should I do?

Do inform our staff upon order and we may update your phone number for you.

Q: Do I have to provide my (real) birth date?

Yes — especially if you wish to enjoy a complimentary slice of cake during your birthday month! Please note: Customers must present their MyKad or Driving Licence at the cashier for verification.

Q: Can I transfer my Tedboy Club Membership to someone else?

Unfortunately, NO. Do get your friend to sign up his/her own membership!

Q: I would like to update my details on my membership. How can I do that?

Just head to any Tedboy outlets and request an update of your details for your membership, OR email us at manager@tedboy.com.

The Accumulated Cashback Money

Q: Can I start earning the cashback once I register for membership?

Yes, immediately can. Sometimes, the cashback takes time to sync. Kindly accept the delay due to the network.

Q: How do I earn the cashback?

Make your purchase at any Tedboy outlets. Kindly present your membership number (your registered mobile phone number) upon purchase.

Q: How much cashback do I get when I spend at Tedboy?

With every minimum spend of RM10, you'll receive cashback ranging between 3% to 15% of your total bill.

Example:

*Provide your registered mobile number to the cashier.

*Tedboy staff will enter it into the system.

*If your bill totals RM30, and you're eligible for 15% cashback, you will earn **RM4.50** cashback in your account.

Q: Can I earn cashback even though my bill has other discounts and offers?

Yes, you can! Points are earned based on the total amount spent.

Q: How do I check my cashback balance?

You may refer to any Tedboy outlets, by presenting your mobile number or you can refer to the EasyEat app or Web link. To get the link you can scan this QR code to



Q: How do I claim the cashback?

You can claim your cashback at any Tedboy outlet. Kindly present your membership number (your registered mobile phone number) upon claim with minimum spend of RM10.00

Q: Can I claim my earned cashback even though I did not purchase anything?

No, to claim with a minimum spend of RM10.

Q: Can I use my points on the Tedboy website?

Points earned from the website are redeemable for the next purchase on **the website ONLY**. IF you have accumulated a minimum of 500 points.

Q: Will my earned cashback expire?

Yes. Cashback earned will expire 45 days from the date of purchase.

Example:

If you earned RM4.00 cashback on 26 July 2025, it must be used before 9 September 2025. After that, any unused cashback will be deducted from your account.

Q: Can I transfer the points in my membership account to another membership account?

Unfortunately, no.

Q: I purchased on tedboy.com website, can I use that purchase to add points to my store membership?

Purchases and points collection on tedboy.com and in-store are **two separate reward programmes**.
They are not interchangeable.

Other Benefits

Q: Can I redeem the complimentary birthday treat for myself on any day in my birth month?

Yes. Your complimentary birthday treat can only be redeemed once a year, during your birthday month. Provided you have made purchases at Tedboy physical stores before the birthday redemption month

***Please note: Customers must present their MyKad or Driving Licence at the cashier for verification.**

Q: Can I get my friend to help me redeem my complimentary birthday treat using my membership?

Unfortunately, no. You will need to provide your physical IC upon redemption, as well as your membership number (Your registered Mobile Number). No photocopy, or camera captured picture of IC is valid for redemption.

What are the benefits:

1. FREE Birthday Sliced Cake on Birthday Month

Verify the mobile number in the POS system with the customer's birthday date. Request for IC to match. Make sure to remark it in the system "Claimed birthday cake DD/MM/YYYY".

2. Special sale – New Items / Festive Promotions - 10% off items during the first 7 days of launch

3. Celebrations – Free 6" cake for celebrations with min. Spending RM600 total bill.

4. Student discount - 15% off normal-priced items with a valid student ID/ in school uniform.

5. Earn cashback for all transactions, min spent RM10. Cashback tiering may change from time to time

Terms and conditions of Tedboy Club members' benefits:

- Applicable at all Tedboy retail outlets.
- Member identification (registered phone number) must be presented upon order. It's your responsibility to identify as a Member before finalising the payment.
- Discounts may not be applicable to seasonal and promotional products and may not be used with birthday discount vouchers, special offers, promotions, gift vouchers and refunds, unless otherwise stated.
- Discounts are not applicable for purchase of merchandise, jam and consignment products.
- The birthday month complimentary treat is not redeemable with other Tedboy Bakery discounts, prevailing special offers, promotions, promotional vouchers and/or seasonal items, unless otherwise stated. Members need to provide original IC for verification purposes. Every earned cashback will expire in 45 days. If any extensions or changes will be updated timely manner via email or the **@Tedboybakery** social media account.
- Benefits can be revised and amended at any given time, without prior notice.

TEDBOY ONLINE REWARD POINTS

About Tedboy Online reward points (points collection & redemption on tedboy.com)

Q: What are the Tedboy Online reward points?

This programme rewards members for all their spend at tedboy.com in an easy and simple way! By signing up as a Registered User before proceeding to place an order, customers can collect reward points based on their final checkout.

Q: How does this work?

Step 1: Sign up/ sign in to your account

Step 2: Proceed to checkout as per usual

Step 3: Reward points will be credited to your account after the delivery is completed.

Step 4: You can start to redeem your reward points once the collected **points reach 500pts** (equal to RM 50 OFF from your next total bill)

Q: Is there any expiry on the account?

The account and collected points have a 6-month expiry as long as you are still using the same account.

Q: How to collect the reward points?

To collect the reward points, you will need to sign up/sign in before proceeding to check out.