

TEDBOY CLUB

Frequently Asked Questions

About Tedboy Club

Q: What is Tedboy Club Membership Programme?

Tedboy Club is a membership programme rewards members for all their spend at any Tedboy outlets in a easy and simple way! By participating in this programme, members will be able to earn and redeem at all Tedboy outlets.

Q: Are there any hidden fees for registration?

No, there is no hidden fees. Tedboy Club is free for registration!

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.

Becoming a Member

Q: How do I become a member?

- You can apply for membership at any Tedboy outlets
- Our staff will request you to fill in an online registration form (required: Full Name, Email Address, Contact Number and Birth Date).
- Membership is valid for a lifetime and there are no renewals 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 my membership on Tedboy website?

Currently our Tedboy website does not support membership application submission. You will need to sign up at our physical Tedboy outlets.

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 preferable, to ensure that you will receive exclusive members-only offers via SMS.

Q: Is there an expiry date on my membership?

No.

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

Fret not, we hope you haven't forgotten your full name too!

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 birth date?

Yes! Only if you want to enjoy our complimentary slice cake on your birthday month!

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 for an update of your details for your membership.

Reward Points

Q: Can I start earning/collecting points once I registered for membership?

Yes, you can start earning points at your next purchase at any Tedboy Bakery and Express outlets after registration. Earned points will be added to your account and available to use.

Q: How to I earn/collect points?

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

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

Every RM1 spend = 1 point.

For example, if your bill comes up to RM50, and you have applied a discount of RM10, the total you'll have to pay is $RM50 - RM10 = RM40$; and $RM40 = 40$ points.

Q: Can I earn points eventhough my bill has other discounts and offers?

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

Q: How do I check my points balance?

You may refer to any Tedboy outlets, by presenting your membership number or you can refer to the receipt presented to you upon your purchase.

Q: How do I redeem points?

You can redeem your points at any Tedboy outlets. Kindly present your membership number (your registered mobile phone number) upon redemption.

Q: What can I redeem my points for?

Currently the redemption items are:

Redemption	Points Required
Hot Americano	70
Butter Croissant	50
Egg & Ham Foccacia	60
Egg Mayo Sandwich	80
Hot English Breakfast Tea	70
Kids' Apron (TedboyCooks)	180
Kids' Cap (TedboyCooks)	250
Kids' TeeShirt (TedboyCooks)	300

Redemption	Points Required
Magnet Plate (TedboyCooks)	180
Magnet Set (TedboyCooks)	180
Old School Pandan Layer Cake - Slice	85
Stainless Steel Tumbler -	500
RM10 off	100
RM 20 off	190
RM50 off	450
Whole Old School Pandan Layer Cake (6in)	700
Wholemeal Croissant	60

The list above is updated on 04-10-2018.

Q: Can I redeem points eventhough I did not purchase anything?

Yes, you can! This only applies to item redemption using point and not applicable to cash rebate (eg: RM10 off).

Q: Can I earn/redeem my points on Tedboy website?

No, currently our Tedboy website does not support points collection or redemption.

Q: Will my points expire?

Points accumulated will expire after 1 year from date of earned points. Upon expiry of validity period, any unused points will be deducted from your account.

Example: Points earned on 1st January 2017 will expire on 31st December 2017.

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

Unfortunately, no.

Other Benefits

Q: Can I redeem the complimentary birthday treat for my friend using my membership?

Strictly no! Your complimentary birthday treat can only be redeemed once a year, during your birthday month. However, do tell your friend to sign up as our member to enjoy the treat!

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 original IC upon redemption, as well as your membership number. No photocopy, or camera captured picture of IC is valid for redemption.

Q: I don't want to give my mobile number, but I still want to receive members-only offers via SMS.

Unfortunately without a valid and active mobile number, the SMS will never reach you. It is encouraged to provide a valid and active Malaysian mobile number during your registration.

Terms and conditions of Tedboy Club members' benefits:

- Applicable at all Tedboy outlets.
- Member identification (phone number) must be presented upon order.
- 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.
- Points expiry date is 1 year from the date of earned points.
- Benefits can be revised and amended at any given time, without prior notice.