

Terms & Conditions of DON DON DONKI x NETS Tappy Promotion (1 August – 15 September 2025)

The DON DON DONKI x NETS Tappy Promotion (“**Promotion**”) is carried out by Network for Electronic Transfers (Singapore) Pte Ltd (“**NETS**”) and Pan Pacific Retail Management Pte Ltd which operates under the trading name of DON DON DONKI (“**DONKI**”) and is subject to these terms and conditions (“**Terms**”).

1. This Promotion is applicable to DONKI customers who make NETS payments using the following cards and mobile applications:
 - a. NETS payment using DBS-NETS/ POSB-NETS/ HSBC-NETS/ OCBC-NETS/ Maybank-NETS/ Standard Chartered-NETS/ UOB-NETS ATM, debit, credit cards issued by DBS, POSB, HSBC, OCBC, Maybank, Standard Chartered and UOB in Singapore (“**Participating Banks**”), as well as NETS FlashPay Card, NETS Motoring Card and NETS Prepaid Card; and
 - b. NETS QR payment using DBS PayLah!, DBS digibank mobile app, POSB digibank mobile app, UOB TMRW, OCBC app, Maybank2u SG and NETS App
2. Valid from 1 August 2025 – 15 September 2025, both dates inclusive (“**Promotion Period**”) unless otherwise agreed in writing between NETS and DONKI.
3. The Promotion is valid at all DONKI outlets in Singapore which are registered with NETS and/or the Participating Banks and accepts NETS payment. Please visit www.dondondonki.com/sg/ for list of participating outlets (“**Participating Outlets**”).
4. Customers are eligible to redeem one (1) limited-edition Tappy Shopping Bag (“**Shopping Bag**”) with a minimum spend of \$38 (tax included) in a single NETS transaction at any one of the Participating Outlets in Singapore during the Promotion Period (“**Qualifying Transaction**”), while stocks last.
5. Not valid in conjunction with other promotions or vouchers as all promotions in DONKI are mutually exclusive.
6. The Promotion is strictly non-refundable, non-transferable, and non-assignable. Free Shopping Bag with purchase applies at retail outlets only.
7. NETS is not an agent or provider of goods and services offered at DONKI, except that they have provided the Shopping Bag in connection with this Promotion. Any dispute about the quality of performance of the product and/or service(s) is to be resolved directly with DONKI.
8. If any customer complaint arises in connection with any form of defect in the Shopping Bags, DONKI shall replace the defective Shopping Bag, provided that NETS is responsible to provide the Shopping Bags for replacement. Customers who require the replacement must show DONKI proof of purchase within seven (7) days from the day they got the defective Shopping Bags. DONKI shall give the Customer a new Shopping Bag and return the defective Shopping Bags to NETS. However, for other complaints from Customer arising from the Shopping Bags, NETS shall take full responsibility and handle the complaints. NETS and DONKI will not be refunding the value of the Shopping Bag in cash or in-kind (DONKI products, points, vouchers) to the Customers.
9. NETS and DONKI may partially or completely cancel, terminate or suspend the Promotion without any liability whatsoever only if the other party agrees to such cancellation, termination or suspension in writing; otherwise, the party that cancels, terminates or suspends the Promotion shall be liable to compensate the other party for any direct and actual damages incurred.

10. NETS' and DONKI's decisions on all matters pertaining to the Promotion are final and binding. No further correspondence regarding the Promotion, these Terms or any decision made by DONKI or NETS in connection therewith and/or the results will be entertained. DONKI and NETS reserve the absolute right to determine an outcome and act as they deem fit in any dispute and/or issues relating thereto.
11. The participating banks shall not be liable to any person in any way for any loss or damage howsoever arising from or in connection with the Promotion.
12. NETS and DONKI reserve the right at any time to amend or delete these Terms and/or any of the instructions or explanations. Any change or deletion shall be binding and will take effect immediately after such amendment, provided that such change or deletion are agreed upon between NETS and DONKI in writing prior to such change or deletion. Participation in this Promotion shall constitute acceptance of these Terms and any amendment(s) thereof.

Updated: 25 July 2025