

SofaX Cashback - Frequently Asked Questions (FAQ)

Effective 1st July 2024

No.	Question	Answer
1	How do I earn cashback?	You will be eligible for cashback when you make payment via SofaX.
2	Where can I see how much cashback I've earned?	You can view your accumulated cashback amount by logging into your SofaX account. Cashback will be part of SofaX Points.
3	When will I receive my cashback?	You'll receive your cashback within 5 business days.
4	Can I redeem my cashback for cash?	Cashback earned can't be exchanged for cash.
5	Does my cashback expire?	Cashback will expire 2 years from the date earned.
6	What transactions are excluded from earning cashback?	Transactions with SofaX Rewards will not be eligible to earn cashback.
7	How is the cashback calculated?	The cashback is calculated based on the settlement date of Eligible Spend transactions. Up to 3% cashback value will be calculated and rounded down to the nearest integer .
8	What should I do if I don't see my cashback credited the day after my purchase?	Reach out to our Customer Support team for further assistance: - Customer Support Hotline: + 6017 394 1763 - Customer Support Email: sofaxpoints@sofax.com We will investigate the issue and help ensure you receive your rightful cashback.
9	What happens if there is a dispute or claim regarding the cashback amount?	In case of any dispute or claim regarding the cashback amount, you are required to submit relevant proof of transactions for further investigation.

		<p>The entitlement of the cashback will be determined at the discretion of SofaX.</p> <p>If you want to file a dispute or claim regarding the cashback amount, kindly reach out to our 24/7 Customer Support team via the following channels:</p> <ul style="list-style-type: none"> - Customer Support Hotline: + 6017 394 1763 - Customer Support Email: sofaxpoints@sofax.com
10	<p>Is there a limit to the number of cashback I can receive?</p>	<p>No, the cashback is unlimited, with no capping on the amount you can earn.</p> <p>This means you have the potential to earn cashback on your purchases without any restrictions on the total amount you can accumulate.</p>