

Champagne JSG

sparkling the romance in you

Champagne JSG Pte Ltd. Company Registration No. 201002322G

GENERAL REFUND POLICY

NOTE: Refund policy stated in any signed off Terms and Conditions agreement between Champagne JSG and member will supercede this general refund policy.

The following outlines the various scenarios whereby refund will be given by Champagne JSG Pte Ltd (herein known as Champagne JSG):

For mutiple dates membership package:

- a. Champagne JSG has not introduced any matches to the member after 6 months of membership activation. Full refund of membership fee less the admin fee will be given.
- b. The member wished to withdraw the membership within 1 month of membership activation due to disability, terminal or mental illnesses supported by medical report. Member must not have utilised the membership in any ways. Full refund of membership fee, less the admin fee will be given.
- c. The member request to Champagne JSG in writing to withdraw membership within 7 days after the member signed up and make the payment. A full refund of the membership fee, less the admin fee will be given.
- d. If the member signs up and paid for an event, but withdraws 2 weeks before the event, a refund of 80% will be given. The non-refundable 20% is admin fee.
- e. If the member signs up and paid for an event, but withdraws less than 2 weeks before the event, no refund will be given.
- f. If a specific event refund policy is different from the above, Champagne JSG will inform the participating members in writing.
- g. If the event is cancelled by Champagne JSG, full refund will be given.

For Single Date/Basic Membership:

- h. The member request to Champagne JSG in writing to withdraw membership within 7 days after the member signed up and make the payment. A full refund of the membership fee, less the admin fee will be given. In all other cases basic membership fee is non-refundable.
- i. If the member has paid a deposit for a match but Champagne JSG has not found a match after 6 months of payment made, full refund of the deposit made will be given.
- j. If the member agrees to a match and paid for the date arrangement but withdraws 2 weeks before the date, a refund of 80% will be given. The non-refundable 20% is admin fee.
- k. If the member withdraws less than 2 weeks before the date, no refund will be given.
- l. If the date recommended did not show up, full refund for the date will be given to the member who showed up.
- m. If the date is cancelled by Champagne JSG, full refund of the date will be given.