

FAQ

MUJI Gift Card (Singapore)

1. Where can MUJI Gift Cards be purchased from?

MUJI Gift Cards can be purchased from any MUJI Singapore retail stores.

2. Where is MUJI Gift Card accepted?

MUJI Gift Card can be utilized in any MUJI Singapore retail stores or Café&Meal MUJI outlets, excluding Online Store.

3. Can we top-up MUJI Gift Cards after purchase?

MUJI Gift Cards are not reloadable.

4. Does MUJI Gift Card have an expiry date?

MUJI Gift Card is valid for 365 days from the date of purchase.

Example: Purchase 1 March 2021, expiry is 1 March 2022

5. What is the minimum and maximum values that can be loaded into the MUJI Gift Card?

The values that can be loaded into a MUJI Gift Card is between \$10 - \$1000. Only whole numbers are acceptable.

Examples:

\$10.15 is not acceptable

\$10, \$15, \$20 is acceptable

6. How can we check on the balance value and validity of the MUJI Gift Card?

You can check the balance of your MUJI Gift Card at MUJI Stores and Customer Service.

When you use your MUJI Gift Card at a MUJI store, you will receive a receipt of your gift card balance. The receipt will indicate that the purchase was made using a MUJI Gift Card and will provide the remaining balance information of your MUJI Gift Card.

7. Can we purchase MUJI Gift Card in bulk?

You can send an email request for the bulk purchase of MUJI Gift Cards at

customerservice@muji.com.sg.

8. Can we request for delivery for physical MUJI Gift Card?

Unfortunately, we do not provide delivery. All MUJI Gift Cards are for in-store collection only.

9. If the physical card is lost, can the value be transferred to another MUJI Gift Card?

The value stored in a MUJI Gift Card cannot be transferred to another MUJI Gift Card. The ownership and risk of loss of MUJI Gift Card is pass on to the purchaser upon the completion of transaction. MUJI Singapore is not responsible for any lost or stolen MUJI Gift Card, and the Gift Card will not be replaced if lost or stolen. If you suspect that someone has stolen your Gift Card, please contact our Customer Service Department at customerservice@muji.com.sg immediately.

10. Can we do a refund for the value of the MUJI Gift Card that is unused?

There is no refund of the balance value on your MUJI Gift Card. Any unused value cannot be exchanged to cash.

11. What do I do if my Gift Card is stolen or if there is fraud detected in relation to my MUJI Gift Card?

If you need assistance with any aspect of MUJI Gift Card, including but not limited to the purchase, ownership, or use of your MUJI Gift Card, please contact our Customer Service Department at customerservice@muji.com.sg. Further information such as your Gift Card number is required for checking.

12. Can MUJI Gift Card be used in any other MUJI Countries?

The MUJI Gift Card can solely be used in the Retails Stores and Café&Meal MUJI outlets in Singapore.

Payment Options

13. How do I pay for a MUJI Gift Card?

We support different modes of payment including cash, credit cards and debit cards.

14. Are there any other charges or taxes?

MUJI Singapore does not charge any fees for the issuance, activation and use of your MUJI Gift Card. The MUJI Gift Card has a validity period of 365 Days from the date of purchase.

15. Will I receive an invoice along with the order?

Upon purchasing MUJI Gift Card, a receipt will be provided.

16. Whom do I contact if I have questions related to my Gift Card transactions?

For clarity on transaction related issues, feel free to contact our Customer Service Department at customerservice@muji.com.sg.

Redemptions

17. Can multiple MUJI Gift Cards be used in a single transaction?

Yes, you can use multiple MUJI Gift Cards in a single transaction.

18. How many times can the cards be used?

The MUJI Gift Card can be used multiple times till the value stored is exhausted while within the 365 days' expiry duration.