

FAQ on e-Voucher Redemption

1. What is the Wogi redemption process?

You will receive an email from Wogi (no-reply@wogi.gifts). In Store Redemption instructions: Please present the voucher page on your mobile device to the cashier at the time of redemption. Mobile display must be in Light mode. Dairy Farm group has the right to reject if the voucher is a printout or screenshot.

2. Where can the voucher be used?

The voucher can be used in the following Dairy Farm Group Singapore stores: Cold Storage, Marketplace, Jasons, Giant, 7-Eleven, Guardian.

3. What is the validity of the voucher?

The email containing the voucher must be accessed and voucher link activated within 90 days from the date of receiving. The voucher is valid for 180 days from the date sent.

4. What happens if I did not claim the voucher and it has expired?

This voucher will expire at the DDMMYY as indicated and there is no extension upon expiry. The expiry date is final. The voucher is non-refundable and cannot be replaced if lost, stolen or damaged. The voucher is not refundable or exchangeable for cash, and any unused balance will not be refunded.