FORMSTILL STUDIO

REWARDS PROGRAM

CONSULTATION • REFERRALS • RENOVATION REWARDS

FORMSTILL STUDIO × Yuu Rewards Program

TERMS & CONDITIONS | CLIENT INFORMATION

CONSULTATION REWARD	SUCCESSFUL REFERRAL REWARD	RENOVATION SPENDING REWARD
1,000	**10,000**	**Up to 300,000**
Yuu Points	Yuu Points	Yuu Points

Promotion period: 1 December 2026 until further notice. Full terms and conditions apply, as set out below.

1. Consultation Reward — 1,000 Yuu Points

Eligible Yuu members may receive 1,000 Yuu Points upon completing a qualifying renovation consultation with Formstill Studio.

ELIGIBILITY & CONDITIONS

1. The participant must attend a scheduled consultation in person with an authorised Formstill Studio representative.
2. The participant must provide a genuine floor plan identifying the project site, the property's full address and actual or estimated key collection date, where applicable.
3. The participant must provide their full name, valid mobile number and Yuu membership details required for reward fulfilment.
4. The participant must be the property owner, purchaser or a person authorised to make renovation decisions for the property.
5. The participant must have genuine renovation requirements and provide sufficient project information for a meaningful quotation.
6. Points are awarded once the consultation has been attended in person and Formstill Studio has issued the corresponding renovation quotation, whether or not the participant subsequently signs a renovation contract with Formstill Studio.
7. The reward is limited to one redemption per Yuu member, household and project site.
8. Repeat consultations, duplicate bookings or multiple submissions relating to the same site do not qualify.
9. Cancelled appointments, no-shows, fictitious enquiries, incomplete consultations and ineligible applications do not qualify.
10. Formstill Studio may verify submitted information before issuing rewards.
11. Formstill Studio may ask for proof of ownership or key collection, such as a sale agreement, key collection appointment letter or property tax notice, before issuing the reward.

2. Successful Referral Reward — 10,000 Yuu Points

Eligible Yuu members may earn 10,000 Yuu Points for each successful referral of a new customer who signs a renovation contract with a minimum eligible project value of S$10,000 or above.

ELIGIBILITY & CONDITIONS

1. The referrer must register the referral before the referred customer's first enquiry or appointment.
2. The referred customer must not have enquired with, received a quotation from, or been introduced to Formstill Studio in the preceding 12 months.
3. The referrer must obtain the referred customer's consent before sharing personal information.
4. The referred customer must sign a renovation contract with a minimum eligible project value of S$10,000 or above.
5. The qualifying value must relate to one project site; unrelated projects cannot be combined.
6. The renovation project must be completed and the contract sum paid in full, with all payments received and cleared, before referral points are issued. Referral points are issued whether the referred customer pays through HomePay or participates in the Yuu Rewards Program.
7. Only one referrer may register per project site; the first valid registered referral takes precedence.
8. Self-referrals and referrals between joint owners, co-purchasers, contractual parties or members of the same household are excluded.
9. Each project address is eligible for one referral reward of 10,000 Yuu Points. The same address may earn a second referral reward only if the property has been sold and transferred to a new owner, proof of the change of ownership is submitted, and more than 2 years have passed since the previous referral project.
10. There is no limit on separate, genuine qualifying referrals by an eligible member.
11. Fictitious customers, duplicate registrations, collusion and misrepresentation result in disqualification.
12. Formstill Studio may verify eligibility and supporting records before issuing rewards.
13. The referral must be registered in writing, by WhatsApp or Formstill Studio's referral form, with the referred customer's name and mobile number. Formstill Studio's time-stamped record is final unless clearly wrong.
14. The referred customer must confirm the referral to Formstill Studio at the first consultation. A referral that is not confirmed does not qualify.
15. The referrer must disclose any relationship with the referred customer. Referrals made to pass the reward, or any rebate, discount or benefit, to the referred customer do not qualify.

3. Renovation Spending Reward — Up to 300,000 Yuu Points

Eligible Yuu members may earn 10,000 Yuu Points for every S$5,000 in cumulative eligible renovation spending, capped at 300,000 Yuu Points per project site.

CUMULATIVE ELIGIBLE SPENDING	YUU POINTS AWARDED
S$5,000	**10,000**
S$10,000	**20,000**
S$20,000	**40,000**
S$30,000	**60,000**
S$50,000	**100,000**
S$100,000	**200,000**
S$150,000 and above	**300,000 maximum**

ELIGIBILITY & CONDITIONS

1. Minimum qualifying cumulative eligible spending is S$5,000.
2. Points are calculated in complete S$5,000 increments on cumulative eligible net payments received and cleared.
3. Eligible spending is capped at S$150,000 per project site.
4. The maximum is 300,000 points per site regardless of contracts, invoices, transactions or members.
5. All renovation contracts, additional works and approved Variation Orders (VOs) relating to the same property address shall be combined and treated as one renovation project for calculating Yuu Points rewards and applying the maximum cap of 300,000 Yuu Points per project site.
6. Points are issued progressively upon each additional S$5,000 cumulative eligible payment threshold, subject to verification and processing.
7. Spending below the next threshold carries forward but does not independently qualify.
8. Refunded, cancelled, reversed, disputed or charged-back payments do not qualify.
9. Excess points resulting from later adjustments may be recovered under Section 4.
10. Only one nominated Yuu member account may receive renovation spending rewards per site.
11. The nominated account must be registered and verified before first issuance.
12. Splitting contracts, invoices, payments, scopes or member accounts does not increase the site cap.
13. Attempts to manipulate payments or project values may result in disqualification.
14. Where cumulative eligible spending at the same property remains below S$150,000, subsequent eligible renovation works may continue to accumulate rewards until the S$150,000 spending cap and 300,000-point maximum are reached.
15. Once the cumulative eligible spending at a property reaches S$150,000, no further renovation spending points will be awarded for additional works at that property within the following 12 months.
16. A genuinely new renovation project at the same property may qualify for a new reward cycle only where its new contract is signed more than 12 months after the date the previous project first reached S$150,000 in cumulative eligible spending. Delayed variation orders, artificial contract splitting and restructuring solely to obtain a new reward cycle do not qualify.
17. Spending points are issued only after the payment has been received in Formstill Studio's bank account. Payments made by card, e-wallet or pay-later service are settled to Formstill Studio's bank account by the payment provider, typically within 1 to 3 working days.

4. Recovery of Incorrectly Awarded or Unrecoverable Yuu Points

1. If issued points become ineligible due to cancellation, refund, reversal, chargeback, reduction in qualifying value, fraud or breach of these terms, Formstill Studio may seek recovery of affected points.
2. If affected points have been redeemed, transferred, converted to rewards or miles, or otherwise used and cannot be reversed through Yuu, Formstill Studio may seek monetary reimbursement from the member who received them and from the client who signed the renovation contract, who are jointly and severally liable, subject to law.
3. The monetary recovery rate is S$10 for every 1,000 unrecoverable Yuu Points, which reflects Formstill Studio's costs of issuing, administering and recovering the points.
4. Reimbursement is proportionate to the number of unrecoverable points.
5. Formstill Studio will notify the member in writing of the reason, affected points, rate and reimbursement amount.
6. Points recovered through Yuu are excluded from monetary recovery to avoid double recovery.
7. No recovery charge applies to points legitimately earned and retained.
8. The member will have a reasonable opportunity to dispute the proposed recovery and provide evidence.

9. Recovery is subject to Singapore law, contractual rights and Yuu operating requirements.
10. Where a cash refund is due to the client, Formstill Studio will deduct the recovery amount calculated under Clause 4.3 from that refund before paying it, and will show the calculation to the client in writing. Any balance remaining may be recovered under Clause 4.2.

UNRECOVERABLE YUU POINTS	RECOVERY AMOUNT
1,000	**S$10**
10,000	**S$100**
30,000	**S$300**
100,000	**S$1,000**
300,000	**S$3,000**

Examples apply the recovery rate in Clause 4.3.

5. General Program Terms & Conditions

5.1 Membership and Eligibility

1. Only eligible, active Yuu members satisfying the published requirements may participate. Clients who are not Yuu members are not entitled to the Yuu member promotion.
2. Members must provide accurate information for verification and fulfilment.
3. Membership details must match the nominated recipient.
4. Rewards are not exchangeable for cash or renovation discounts through Formstill Studio.
5. The program applies to consultations attended and renovation contracts signed on or after 1 December 2026, and is subject to Formstill Studio's activation as an Official Yuu Merchant. If activation is later, the program starts on the activation date announced on Formstill Studio's official channels. Earlier consultations and contracts do not qualify.
6. A client must be an active Yuu member and provide a valid Yuu membership ID before paying the deposit. Points are not backdated for membership obtained, or details supplied, afterwards.
7. Formstill Studio's directors and employees are not eligible for the program. Any other genuine person, including property agents, interior designers, contractors and subcontractors, may participate where all other conditions are met.

5.2 Eligible Spending and Project Value

1. Eligible values are calculated after discounts, rebates, credits, cancellations and refunds.
2. Financing charges, processing fees, penalties and expressly excluded items do not qualify.
3. Formstill Studio is not GST-registered and does not charge GST. Eligible spending is calculated on amounts paid to Formstill Studio under the renovation contract, including approved Variation Orders.
4. Separate project sites are assessed independently.
5. All related contracts, additional works and approved Variation Orders (VOs) at the same property address are aggregated for reward calculations, subject to the repeat-renovation conditions in Section 3.
6. Items or services purchased by the client directly from third parties, unspent provisional sums, and government or statutory fees and permits do not count as eligible spending.
7. "Project site" means one property unit, such as one HDB flat, condominium unit or landed property. "Household" means persons residing at the same address.

5.3 Reward Issuance

1. Points are issued only after applicable eligibility conditions are satisfied.
2. Issuance is subject to verification, Yuu requirements and processing periods.
3. Formstill Studio maintains records of consultations, referrals, contracts, payments and points.
4. Reasonable verification or platform delays will be communicated where practicable.
5. Yuu Points may be converted to KrisFlyer miles at the prevailing conversion rate. Yuu and KrisFlyer Terms & Conditions apply.
6. Formstill Studio will issue points within 1 to 3 working days after the relevant trigger: the quotation being issued for consultation points, and the relevant payment being received in Formstill Studio's bank account for referral and spending points. Delays caused by Yuu are outside Formstill Studio's control.
7. Any claim that points were not issued, or were issued incorrectly, must be made in writing within 90 days after the date they should have been issued.
8. Points are credited to the Yuu membership ID supplied by the client. Any change of Yuu ID must be notified to Formstill Studio before the points are issued. Formstill Studio is not liable for points credited to the ID supplied, and points already credited will not be reissued or transferred.
9. Yuu Points have no cash value and are not property. Formstill Studio is not responsible for expiry, changes in value, conversion rates or fees, or the availability of Yuu or KrisFlyer systems, which are governed by their own terms.

5.4 Payment Methods and Processing Fees

1. The Yuu Rewards Program cannot be used in conjunction with the HomePay platform. This does not affect Consultation Reward points or Referral Reward points, which are issued under Sections 1 and 2 regardless of the payment method the client later chooses.
2. The client must choose either the Yuu Rewards Program or HomePay before signing the renovation contract or paying the deposit, whichever is earlier, and record the choice in writing on the contract or quotation. Once the choice is made, it cannot be changed, all payments for the project must follow the chosen route, and points will not be backdated.
3. Clients participating in the Yuu Rewards Program may pay by PayNow or bank transfer, with no processing fee. Cheques are not accepted.
4. Credit card payments (Visa and Mastercard), ShopeePay and GrabPay are subject to a 2% processing fee.
5. Payments made through Atome, PayLater by Grab and ShopeePay Later are subject to a 5% processing fee.
6. Processing fees are payable by the client in addition to the contract sum, are calculated on each payment made by that method, are stated in the quotation and contract, do not count as eligible spending under Clause 5.2.2, and are non-refundable except where caused by Formstill Studio's error.
7. Payment methods not listed in this Section are not accepted unless agreed in writing by Formstill Studio.

5.5 Combining Rewards

1. Consultation and renovation spending rewards may be combined for the same homeowner if all respective conditions are met. Referral rewards are issued to the referrer, who is a separate person, and are earned independently of the homeowner's rewards.
2. Category-specific maximums remain unchanged.
3. Duplicate claims for the same project and reward category are not permitted.

4. The Formstill Studio × Yuu Rewards Program cannot be used in conjunction with other Formstill Studio promotions, promotional packages, discounts, vouchers, special offers, complimentary gifts or reward programs unless Formstill Studio expressly approves the combination in writing. Customers eligible for multiple offers must select the applicable promotion before signing their renovation contract or paying the deposit, whichever is earlier; promotional benefits cannot be combined or applied retrospectively. This restriction does not prevent a homeowner from combining consultation and renovation spending rewards, or a referrer from receiving a referral reward, within this Yuu Rewards Program where the respective eligibility requirements are satisfied.

5.6 Fraud Prevention and Verification

1. Formstill Studio may request reasonable supporting documents.
2. Fraud, duplicates, falsified documents, collusion or manipulation may result in disqualification.
3. Reward fulfilment may be suspended during a reasonable investigation.
4. Incorrectly awarded points may be recovered under Section 4.
5. Formstill Studio may refuse, withhold or withdraw points where it reasonably suspects abuse or breach of these terms. Its reasonable determination is final in the absence of manifest error.

5.7 Personal Data Protection

1. Personal data is used for enquiries, consultations, quotations, referrals, rewards and other notified purposes.
2. Personal data will be handled in accordance with applicable Singapore data protection laws.
3. Referrers must obtain appropriate consent before disclosing another person's information.
4. Only reasonably necessary information should be collected.
5. Members consent to Formstill Studio disclosing their name, Yuu membership ID and relevant transaction details to the Yuu Rewards Club operator and its partners, solely to credit, verify or reverse points.
6. Formstill Studio will confirm to a referrer only whether a referral has been completed, and will not disclose the referred customer's project details.

5.8 Program Amendments and Termination

1. Formstill Studio may amend, suspend or terminate the promotion by providing reasonable prior notice through its official communication channels, subject to applicable law. Rewards validly earned before the effective date of such changes shall remain eligible for fulfilment, subject to these Terms & Conditions.
2. Changes will be communicated through published terms or other reasonable channels.
3. Rewards validly earned before changes will be honoured under applicable eligibility rules.
4. Any promotional period, reward cap or additional condition will be disclosed before taking effect.
5. A renovation contract signed before an amendment, suspension or termination of the program continues to be governed by the terms in force on the date of signing.

5.9 Applicable Terms and Governing Law

1. The program is subject to Formstill Studio's published terms and applicable Yuu Rewards Club terms and operating requirements.
2. Participation constitutes acceptance where terms have been properly brought to the participant's attention and accepted.
3. Singapore law governs these terms.
4. Nothing excludes rights or remedies that cannot lawfully be excluded.
5. The program is separate from the renovation contract and does not form part of its price or scope. Renovation disputes do not create an entitlement to points. If these terms conflict with the renovation contract on payment, deposit, variation or delivery, the contract prevails; on Yuu rewards, these terms prevail.

6. To the extent permitted by law, Formstill Studio's total liability for any claim relating to the program is limited to the value of the points concerned, at the current standard Yuu exchange rate.

7. A person who is not a party to these terms has no right to enforce them under the Contracts (Rights of Third Parties) Act 2001.

8. The parties will first try to resolve any dispute through good-faith discussion, then mediation, before starting court proceedings, without limiting any right to approach the Small Claims Tribunals or any forum that cannot lawfully be excluded.

FORMSTILL STUDIO PTE LTD

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