

Frequently Asked Questions 常见问题与解答

- 1. How do I use this Kopi Card? 我要怎么使用这张咖啡卡?**
Each new Kopi card comes with 12 cups of small size hot beverages*.
每一张新的咖啡卡里存有 12 个小杯的热饮。
*Hot beverages include Kopi, Teh, Yuan Yang, Milo, and Horlicks.
热饮包括咖啡、奶茶、鸳鸯奶茶、美禄、和好力克。
- 2. How much do I have to pay for subsequent top-ups of the Kopi Card? 咖啡卡充值需支付多少?**
Subsequent top-up is \$18.60 for 12 cups of small size hot beverages.
每次充值 12 个小杯的热饮是 \$18.60。
- 3. Where can I purchase or top-up the Kopi Card? 我该到哪购买或充值咖啡卡呢?**
You may do so at any Toast Box stores in Singapore except the following outlets:
 - Toast Box outlets within Food Republic or Food Opera
您可在全岛的土司工坊门店购买或充值，除了：
 - 位于大食代或食代馆的土司工坊
- 4. How do I know the expiry date and remaining cups of hot beverages left in the Kopi Card? 我该怎么知道咖啡卡里剩下几杯热饮和它们的有效期呢?**
The expiry date and balance will be printed on the NETS receipt.
储值的热饮数量和有效期会体现在 NETS 收据上。

Terms & Conditions 咖啡卡附带条件

- Beverage credits in the Kopi Card are **valid for 4 months upon purchase or top-up**, only redeemable at Toast Box Singapore stores.
咖啡卡中储值的饮品**有效期是从购买或充值起的四个月**。该卡只可在新加坡的土司工坊门店使用。
- Kopi Card must be presented at point of purchase for redemption.
请在付款前出示您的咖啡卡以换取饮品。
- Top-up is required for other serving sizes or cold beverages.
换取冷饮或其他份量的热饮，需额外付费。
- Not valid with other promotions, discounts, vouchers or privileges.
不可于其他优惠，折扣，优惠券，或福利合并使用。
- Strictly no extension is allowed for expired stored beverage credits.
储值卡内过期的饮品不可延长。
- Purchase of Kopi Card is limited to 1,000 cards per transaction with 12 cups of beverage credits per card.
每次最多可购买 1,000 张咖啡卡，每张卡储值 12 杯饮品。

- Each card is limited to a maximum top-up of 500 cups of beverage credits.
每张咖啡卡最多可储值 500 杯饮品。
- The balance beverage credits in the Kopi Card are non-refundable.
咖啡卡里储值的饮品不可退款。
- Kopi Card is deemed non-retrievable once misplaced and no refund or replacement will be made for lost or stolen cards.
咖啡卡遗失将无法补卡。意外弄丢或被盗窃的咖啡卡不可退款。
- If Kopi Card is damaged, please proceed to any TransitLink/NETS Customer Service Centre to obtain a letter for voucher redemption on balance beverage credits.
如果咖啡卡损坏，请到任何 TransitLink/NETS 客户服务中心换取一封信以领取礼券兑换咖啡卡里储值的饮品。