

DUO Rewards Redemption Process

The process begins when you visit the DUO Rewards website and log in to your DUO Account.

*Forget your login credentials? Write into DUO Rewards Team for assistance at hk_enquiry@duorewards.com

Go to 'Reward' tab. Add items by clicking 'Add to Cart'

Go to 'My Cart' on the top left corner and click on 'Check Out Cart' when done.

Click on 'Claim Reward'. A confirmation email will be sent to you, to notify you if your redemption request has been successful/unsuccessful.

Successful Redemption

Merchandise, Car Care products

Please print out the successful redemption email and present it to Parts Department Staff for collection (*Address as stated below*)

Car Service Voucher

DUO Rewards Team will send the redemption voucher via email. Please print out and present it to service advisor/cashier before payment.

Unsuccessful Redemption

DUO Points will not be deducted.

- Please ensure email address is up to date and emails from DUO Rewards is not marked as 'Spam' or 'Junk'
- Please ensure home address registered in DUO Rewards profile is up to date.

• For merchandise collection

Address : Flat B G/F Block A Tung Chun Ind. Bldg. 9-11 Chueng Wing Road, Kwai Chung N.T.

Operating hours : 8:30AM to 7PM (Weekdays) | 8:30AM to 6PM (Saturday) *excluding public holidays and Sunday*