

trinebox GEMS

BLUE DIAMOND | RUBY | EMERALD | SAPPHIRE



BLUE DIAMOND

Blue diamonds are exceptionally rare and highly coveted for their captivating blue hues. Their scarcity makes them a symbol of exclusivity and luxury.

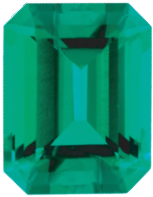
As a Blue Diamond rank, will receive TrineGems valued at 5% of your shipping transaction from the previous month to be applied to future invoices.



RUBY

Rubies have long been associated with passion and love, making them a popular choice for engagement rings and other romantic jewelry associated with long commitment.

At a Ruby rank you, will receive TrineGems valued at 3% of your shipping transaction from the previous month to be applied to future invoices.



EMERALD

Emeralds are celebrated for their lush green color and have historical and cultural significance. They symbolize growth, renewal, and prosperity. Its elegance and timeless appeal makes it a favoured choice.

At this rank we will offer special promotions where you can purchase Pre Paid point with a savings value, win promotional points and other giveaways



SAPPHIRE

Yellow sapphires are known for their radiant yellow hues, which are associated with happiness, optimism, and success. This gemstone is a symbol of positive energy and cheerfulness.

At this rank we will offer special promotions where you can win promotional points and other giveaways.

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LOYALTY PROGRAM

Overview

This document establishes the terms and conditions of participation in the TrinEGems Customer Loyalty Program offered by Trincargo International Services Co Ltd, also referred to as "Trincargo/Trin-E-Box." Participation in this program is automatic, and benefits are determined based on a customer's monthly shipping activity.

Enrolment

Automatic Enrollment: All customers of Trincargo and Trinebox are automatically enrolled in the Program.

Eligibility: The Program is open to all customers, subject to these Terms and Conditions.

Points Accumulation

Calculation Basis: Points are calculated based on shipping fees, excluding any customs taxes and or other charges.

Calculation Frequency: Points are calculated on the first Sunday of every month.

Retroactive Awards: Points are awarded based on the previous month's activity.

Points Accumulation

Calculation Basis: Points are calculated based on shipping fees, excluding any customs taxes and or other charges.

Calculation Frequency: Points are calculated on the first Sunday of every month.

Retroactive Awards: Points are awarded based on the previous month's activity.

Rankings

Ranking of customers will be in four (4) tiers and are as follows

BLUE DIAMOND

RUBY

EMERALD

SAPPHIRE

Ranking of Customers

Rankings : Customers will be ranked according to their accounts activity. Rankings are calculated mostly based on consumptions over the last several months; the particulars of the algorithm are tedious, dynamic and specific to TriniGems only. We take into consideration various other variables and also ensure that we are not moving you out of your ranks for low consumptions. Your ranking would not change because of 1 month with low activity.

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FREQUENTLY ASKED QUESTIONS (FAQS)

Q1. What is Trinebox Gems.

A1. Trinebox Gems is our Customer Loyalty Program where we issues points/gems to customers based on their shipping activity and ranking.

Q2. How do I enroll in the Customer Loyalty Program?

A2. Enrollment is automatic for all Trincargo and Trinebox customers. There is no need for a separate sign-up process.

Q3. How are points calculated?

A3. Points are calculated based on the shipping fees of your purchases, excluding customs taxes. Points calculation occurs on the first Sunday of every month, based on the previous month's activities.

Q4. Can I redeem my points for cash?

A4. No, points cannot be redeemed for cash. They can be used for various benefits and discounts as specified by Trincargo and Trinebox.

Q5. What happens to my points if the Program is changed or terminated?

A5. In the event of any modification or termination of the Program, members will be notified, and any existing points can be used as per the terms in effect at that time.

Q6. How can I use my points?

A6. Redeeming your point is easy and will be automatically applied to your future payments. We do the work, you watch the savings add up.

Q7. Can I transfer my points to someone else?

A7. No, points are non-transferable and cannot be shared or transferred to another person's account.

Q8. What is Rankings

A8. Rankings are how we categorize members, and it is based on their shipping activities. We have developed four (4) main rankings. Blue Diamond, Ruby, Emerald, and Sapphire. All Gems and All Precious.

Q9. How is my ranking calculated?

A9. Rankings are calculated mostly based on consumptions over the last several months through our dynamic algorithm and specific to TrineGems ONLY. We take into consideration other variables and also ensure that we are not moving you out of your ranks for low consumptions. We take into consideration your trends.

Q10. Where can I find more information or get help?

A10. For more information or assistance, please contact our customer service team through the contact details provided on our website.

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