

Frequently Asked Questions (FAQ)

How do I qualify to receive COURTS eGift Card?

Sign up for selected StarHub Mobile, Broadband or Entertainment plans at COURTS retail stores.

How will the COURTS eGift Card be provided to me?

The eGift Card will be sent to your registered email address upon successful installation and/or activation of the StarHub Mobile, Broadband or Entertainment service

What information do I need to provide to COURTS to receive the voucher? Customers must provide a valid email address and consent to receive promotional materials.

When will I receive the eGift Card?

eGift Cards are issued within 2-4 business days after successful installation and/or activation of the StarHub Mobile, Broadband or Entertainment service.

Where can the COURTS eGift Card be used?

eGift Card can be used at any physical COURTS retail store in Singapore and online at www.courts.com.sg

Is there a minimum spend required to use the eGift Card?

There is no minimum spend required to use the eGift Card

Can I use multiple eGift Cards in a single transaction?

Yes, you can stack up multiple eGift Cards per transaction

Who can I contact if I face technical issues redeeming my eGift Card?

If you experience any issues, please reach out to COURTS customer care team at 1800-2226868.

For more information please visit <https://www.courts.com.sg/gift-card/buy>

Terms and Conditions

- **Value & Validity:** Denominated in Singapore Dollars (SGD). Valid for 12 months from the date of issuance and strictly non-extendable upon expiry.
- **Issuance & Delivery:** Sent to your registered email address within 2 to 4 business days following the successful activation or installation of your StarHub Mobile, Broadband, or Entertainment service.
- **Eligibility:** Requires a valid email address and customer consent to receive promotional communications.
- **Redemption Platforms:** Valid for purchases at all physical COURTS retail stores in Singapore and online at www.courts.com.sg.
- **Usage & Stacking:** No minimum spend required. Partial balance usage and combining multiple eGift Cards in a single transaction are permitted.
- **Product Applicability:** Applicable toward regular, sale, and promotional items. Excludes concessionaire products, vouchers, gift cards, and monthly FlexiPlan installment payments.
- **Non-Refundable & Non-Exchangeable:** Non-refundable, non-returnable, and cannot be exchanged for cash, gift vouchers, or other non-product compensation. Unused balances are non-refundable for cash.
- **Rewards Exclusions:** Purchases or portions paid using the eGift Card do not qualify for COURTS HomeClub member points.
- **Terms & Support:** Usage constitutes acceptance of all terms set by COURTS (Singapore) Pte Ltd. To check card balance or request assistance for technical issues, visit the COURTS website or contact Customer Care at 1800-2226868.

To Eva and team: T&C for StarHub Web under Promotions Terms & Conditions -> COURTS Promotion

<https://www.starhub.com/about-us/legal-notices-and-terms/terms-and-conditions/consumer.html>

Terms and Conditions

- The eGift Card will be sent to your registered email address within 2 to 4 business days upon successful installation and/or activation of your StarHub Mobile, Broadband, or Entertainment service.
- Customers must provide a valid email address and consent to receive promotional materials to receive the voucher.
- Value is expressed in SGD.
- Valid for use only at COURTS stores in Singapore and courts.com.sg
- This eGiftCard has an expiry date; No validity extension requests will be entertained
- Valid for 12 months from date of issue
- Non-refundable or Non-returnable once purchased
- Can be used for general, sale or promotional items except concessionaire products and vouchers
- Not exchangeable, refundable or transferable for COURTS Gift Vouchers / Gift Cards / Cash / or any other form of compensation that is not considered a product purchase
- Balance cannot be redeemed for cash and cannot be used for the payment of flexiplans monthly installation
- No minimum purchase is required
- Multiple redemptions are allowed. Customer may choose to use any amount which is less than the card's balance
- Payment by eGiftcard will not be entitled to any Homeclub members points for the used value
- Check your balance [here](#)
- The use of this eGiftcard is governed by and constitutes the acceptance of conditions set by COURTS (Singapore) Pte Ltd