

Bites Refer-A-Friend Program

1. What is Bites' Refer-A-Friend Program?

We have launched a referral program that allows you to share your referral code to refer your friends to join Bites. You will receive a RM5 e-voucher when they sign up and shop at any Village Grocer, Ben's Independent Grocer, and BSC Fine Food outlets. Your friends can enjoy the same reward too.

2. Where can I find my referral code?

You can find your referral code from your registered email or on the Bites app at My Profile page.

3. How can I earn RM5 e-voucher as Referrer?

Once you have shared your Referral code, your friends will need to complete these steps:

1. Download the Bites app on their phone.
2. Register and remember to key in the referral code to sign up.
3. Upon successful sign-up, your friend will receive a RM5 e-voucher.
4. You will receive a RM5 e-voucher once your friend redeemed their RM5 e-voucher.

Note: Each e-voucher is valid with a minimum spend of RM30 in a single receipt.

4. I shared my Referral Code. Why haven't I received any voucher?

The possible reasons are:

- a. Your friend is already an existing Bites member.
- b. Your friend made a transaction in our outlets without using the RM5 e-voucher.
- c. Your friend did not use your referral code during account registration.
- d. Your friend has not made their first purchase with the RM5 e-voucher at our outlet.

5. Can I request for the e-voucher reward if my friend forgot to use my referral code to sign up?

No, e-voucher issuance is automated from our system. We are not able to acknowledge new sign up without using referral code upon registration. We are not able to reward voucher for new sign up without using the referral code.

6. How many people can use my referral code to sign up?

It is unlimited usage of referral code. However, each voucher comes with terms of min spend of RM30 for voucher utilisation.

7. How long does the RM5 e-voucher valid for?

RM5 e-voucher valid for 1 month duration upon issuance. We are not able to extend e-voucher validity after beyond its expiry date.