

# CLUBVOGUE

## FREQUENTLY ASKED QUESTIONS

### General

#### **Q: How long is a Club Vogue membership valid for?**

All Club Vogue memberships are valid for one year from your order date. If you are a Club Vogue member and want to check your exact expiry date, refer to the email sent from [vogue@imv.com.sg](mailto:vogue@imv.com.sg) and click 'Manage Subscription'.

#### **Q: Can I become a Club Vogue member if I'm not located in Singapore?**

As most of our member perks are specific to Singapore, like in-person events and benefits from brands redeemable only in Singapore, we would recommend you purchase an [Annual Subscription](#) instead to receive Vogue Singapore magazines in the mail.

#### **Q: Can I purchase a Club Vogue membership as a gift?**

Yes, you can gift a Club Vogue membership using this [link](#). Just make sure to fill in the fields with your recipient's name, email address, and mailing address. Please note they will receive a welcome email to their inbox upon purchase.

#### **Q: How do I renew my Club Vogue membership?**

All Club Vogue memberships renew automatically every one year. To cancel your auto-renewal subscription, refer to the email sent from [vogue@imv.com.sg](mailto:vogue@imv.com.sg) and click 'Manage Subscription'.

#### **Q: How do I know when my Club Vogue membership will renew?**

Refer to the email from [vogue@imv.com.sg](mailto:vogue@imv.com.sg) and click 'Manage Subscription' to view your next order date.

#### **Q: How do I cancel my Club Vogue membership?**

All Club Vogue memberships renew automatically every one year. To cancel your auto-renewal subscription, refer to the email sent from [vogue@imv.com.sg](mailto:vogue@imv.com.sg) and click 'Manage Subscription'. You will still have access to Club Vogue emails and benefits till the end of your membership period.

Please note that we are unable to issue partial or full refunds should you decide to cancel your membership during the validity period.

#### **Q: If I cancelled my Club Vogue membership previously, how can I sign up again?**

If you would like to reinstate your membership, simply place another order on [Vogue Singapore's Shopify page](#).

#### **Q: My address has changed, how do I update my mailing address?**

Send us an email at [vogue@imv.com.sg](mailto:vogue@imv.com.sg) to update your delivery details.

### Events

#### **Q: Are events open to all Club Vogue members?**

All events are available to all members who respond to the invitation, but slots are distributed on a first-come-first-serve basis.

#### **Q: How will I be notified about upcoming events? How do I register for an event?**

All invitations to events will be sent to your provided email address. Registration/RSVP details differ per event and instructions can be found in the invite.

If you are not receiving emails from Club Vogue, check your spam inbox, or write in to [vogue@imv.com.sg](mailto:vogue@imv.com.sg) for more help.

### Benefits

#### **Q: Where can I find my member benefits?**

You will find your member benefits within the [Benefits section](#) of the [site](#). Select benefits will be emailed to you throughout the year and only accessible via email, such as those with a unique promotional code.

### Partners

If you are a brand and would like to partner with Club Vogue, please reach out to [vogue@imv.com.sg](mailto:vogue@imv.com.sg).