

D. General FAQ

Website: <https://www.milkadeal.com/page/faq>

1 - What is Cashback?

Cashback is a form of cash rebate which is awarded to you after you have completed a particular action or purchase on our partner websites.

2 - How does it work?

MilkADeal is paid a commission on every sale we bring to our partner websites as referral fee. From that referral fee, we take some of it to cover our running costs and return the remaining commission back to you as cashback. Our principle is that we do our very best to return the maximum we can afford to you so that everybody wins in this transaction.

3 - How do I make sure I get my Cashback?

- Always check how much cashback you are entitled to including if there are different tiers of commission based on spending or actions.
- Always make sure you are logged into your MilkADeal account
- If you do not have a MilkADeal account, please register an account so that we could deposit the cashback in there
- Always make sure you click the “Shop Now” button which will redirect you to our partner websites before making your purchase.
- Check if you have cookies enabled / allowed on your browser:
 - If you are using Google Chrome, please follow the guide here: <https://support.google.com/adsense/answer/35730?hl=en>
 - If you are using Internet Explorer, please follow the guide here: <http://windows.microsoft.com/enus/windowsvista/blockorallowcookies>
 - If you are using Safari on your Mac, please follow the guide here: https://support.apple.com/kb/PH19214?viewlocale=en_US&locale=en_US
 - If you are using Safari on your iPhone, iPad or iPod, please follow the guide here: <https://support.apple.com/en-us/HT201265>

4 - What does it mean by 10% Cashback?

It means that for every RM1 you spent, you are able to receive RM0.10 cashback. There are some notes to this:

- Some sites excludes GST, taxes and shipping fee from the amount to calculate cashback.
- Some sites pay us a commission in foreign currencies, so there might be a slight difference in amount of cashback you may receive due to this.

5 - When can I receive my Cashback?

It takes up to 48 hours for our partner websites to let us know that a purchase has been made. As soon as we get updated, your cashback will be credited in your MilkADeal account and you will receive an email notification. To ensure you get the notification, please add info@milkadeal.com in your safe sender list in your email.

6 - Why is my Cashback pending?

When you first receive your cashback in your account, it will be stated as “pending”. It will be confirmed once our partner websites inform us that there will be no further issues with your purchase (no disputes / refunds / cancellations). In the case of holiday, hotel and flight bookings, it will take slightly longer until you have consumed your booking (no amendments / cancellations).

7 - What can I do with my Cashback?

You can cash it out as cash of course.

8 - How do I cash out my Cashback?

When you have accumulated RM10.00 or more in confirmed transactional cashback, you can request to cash out via “My Dashboard”. We will then bank-in your cashback to your Malaysian bank account within 7 working days.

Please ensure all information is updated accurately in your Payment Settings to avoid payment rejections by the bank. There is a re-processing fee of RM10.00 to arrange for a second bank transfer if your first payment is rejected.

9 - What currencies does MilkADeal pay out in?

We pay out in Ringgit Malaysia (MYR) only.

10 - Do you pay out in any other currencies?

We do not pay out in any other currencies at the moment.

11 - I have made a purchase but my Cashback is not appearing on my dashboard?

Cashback will take up to 48 hours to be updated in your account. If you do not see your cashback within that time period, you may notify us via this link: [Where's My Cashback?](#)

12 - Refer & Earn - How does it work?

First, share your unique referral link that can be found on our [Refer & Earn](#) page via Facebook, email or any other forms of social media. Please ensure your friend signs up from that unique link to ensure the referral is tracked properly. Unfortunately, we are unable to reward you with referral rewards otherwise.

You will be awarded with 5% of the Transactional Cashback that is earned by your Referred Member within a 12-month period from when your Referred Member successfully signs up for a MilkADeal account.

In the event your Referred Member's Transactional Cashback is voided for any reason, the same applies to your referral rewards.

We reserve the right to disqualify any Member or Referred Member at any time from participation in the Program if such Member or Referred Member does not comply with any of these Terms and Conditions and/or any other terms and conditions for other MilkADeal services.

Referrers may not misuse or exploit the Program, and accordingly may not, for example, create multiple or fake accounts under his/her/its name or participate in the Program using multiple or fake email addresses or identities.

We reserve the right to modify or amend at any time without prior notice, the methods through which referral rewards are earned.

13 - Is there a limit to how many friends I can refer?

No, there is no limit to how many friends you can refer. We reserve the right to suspend or terminate your account if there are evidence of any suspected fraudulent activities. We should let you know that any fraud, abuse or failure to comply with our terms of use relating to the accrual or receipt of cashback will result in the termination of your account and forfeiture of your accrued rewards/cashback.

14 - I did not receive my referral reward after I referred my friend?

Please do make sure that your friend registered his/her account immediately after clicking on your unique referral link. A verification email will be subsequently sent to your friend's email. Invalid referrals will not be awarded. For any other queries, please feel free to contact support@milkadeal.com. All queries will be responded to by the next working day.

15 - Is it necessary to login to MilkADeal before I purchase anything?

Yes, we will require you to be logged into your MilkADeal account because this is the only way we could track your transactions and reward you your cashback.

16 - I had made multiple transactions but only a few were “detected”?

Please do not worry, fill up this form: [Where's My Cashback?](#) and we will investigate this issue with our partner websites. Please provide as much details as possible so that it would ease the checking of your purchase.

17 - If I cancel an order or transaction, would my cashback be affected?

Yes, our agreement with our partner websites is that they would not pay out for cancelled / refunded transactions. So in this case, we would have to void your cashback.

18 - I had entered my bank details wrongly. What should I do?

If you hadn't requested for a cashout, just go on to your dashboard and update it with the correct details. If you had requested for a cashout with the wrong details, you can still update it, but we will have to charge you an admin fee of RM10 for a second bank transfer.

To arrange for a second bank transfer, all requests must reach us within 3 months from your 1st cash out request. Failure to do so will result in the forfeiture of your cashback. You may contact us [here](#).