

DUO Rewards Redemption Process

The process begins when you visit the DUO Rewards website and log in to your DUO Account.

*Forget your login credentials? Write into DUO Rewards Team for assistance at sg_enquiry@duorewards.com

Go to 'Reward' tab. Add items by clicking 'Add to Cart'

Go to 'My Cart' on the top left corner and click on 'Check Out Cart' when done.

Click on 'Claim Reward'. A confirmation email will be sent to you, to notify you if your redemption request has been successful/unsuccessful.

Successful Redemption

Merchandise, Car Care products
Please print out the successful redemption email and present it to Parts Department Staff for collection (*Address as stated below*)

Car Service Voucher
DUO Rewards Team will send the redemption voucher via email. Please print out and present it to service advisor/cashier before payment.

Asanoya Dining Voucher
DUO Rewards Team will send the redemption voucher via email. Please print out and present it to Asanoya Staff for collection.

Service Apartment, Car Rental
DUO Rewards Team will send the redemption voucher via post, to the address as stated in DUO membership account. Please contact them for reservation and present the voucher to staff on duty.

Unsuccessful Redemption

DUO Points will not be deducted.

- Please ensure email address is up to date and emails from DUO Rewards is not marked as 'Spam' or 'Junk'
- Please ensure home address registered in DUO Rewards profile is up to date.
- **For merchandise collection**
Address : Subaru Showroom, 9 Lorong 8 Toa Payoh, Singapore 319255
Operating hours : 9AM to 5PM (Weekdays) | 9AM to 12PM (Saturday) *excluding public holidays and Sunday*