

Luxury Shopping Concierge FAQs

1. General Enquiries

What is Luxury Shopping Concierge?

Step into the world of luxury with our best-in-class Concierges. Immerse in our Signature Changi Experience through bespoke experiences tailored to your needs. To deliver a personalized Stress-Free shopping experience, our Concierges will provide you shopping recommendations and help purchase your shopping items even when you are not in the Airport.

What can I expect when shopping with the Concierge?

Enjoy a Personalized and Stress-Free shopping experience with our Concierges. Start a conversation with us via WhatsApp and we will manage the rest for you – from purchase to delivery. Request for a video call with our Concierges to view your purchase, if you prefer.

How soon would the Concierge respond to me?

Between 8am – 10pm, our Concierge will acknowledge your message within 1 hour. All messages received after 10pm will be responded to you the next working day.

Who can purchase luxury tax-absorbed products?

You can shop and enjoy tax-absorbed products at all participating luxury brand outlets through our Concierge as long as you have a local (Singapore) delivery address, even without flying. Local (Singapore) delivery service is free of charge. The delivery address must be a valid Singapore residential address as we do not ship to P.O. Box or Parcel Lockers.

Will I be charged GST and/or Duty for my purchases?

Both GST and Duty are absorbed by participating brands so you can enjoy tax-absorbed prices without flying.

What are the participating tax-absorbed luxury brands?

Currently, Non-Travelers may purchase from these participating brands listed below. This list is updated as of 22 July 2020 and is subjected to change.

- Burberry
- Chloe
- Coach
- DFS Fashion Avenue
 - Applicable for Alexander McQueen, Balenciaga, Bulgari, Chloe, Fendi, Loewe, Marc Jacobs, Salvatore Ferragamo and Stella McCartney as well as Eyewear brands: Bolon, Bottega Veneta, Burberry, Chloe, Fendi, Givenchy, Gucci, Kate Spade, Maui Jim, Moncler, Oakley, Prada, Rayban, Saint Laurent, Salvatore Ferragamo, Tom Ford and Vero Moda only.
- Fendi
- Gassan Watches
 - Applicable for Alexander Christie, Anne Klein, Calvin Klein, Casio, Cerruti, Coach, Daniel Wellington, Emporio Armani, Elle, Esprit, Fiyta, Flik Flak, Fossil, Gassan, Gucci, Guy David, Hanowa, Kenneth Cole, Maserati, Michael Kors, Oris, Police, Scuderia Ferrari, Skagen, Superdry, Swatch, Swiss Military, Timberland, Timex, Versus and Watch Up only.
- Max Mara

- MCM
- Moncler
- Prada
- Tory Burch
- Tumi

Are the products genuine and authentic?

You can be assured when shopping with our Concierge, only genuine and authentic products will be recommended to you. All products are directly sold from our Changi Airport retail outlets and they will be checked for quality assurance before we confirm your purchase. We can also arrange for product photos to be sent in the chat or switch to video calls to facilitate your shopping experience. Simply let us know your preference.

2. Local Delivery and Payment

When and how will my products be delivered?

Minimum Spend for Home Delivery	Mode of Delivery	Estimated Delivery Time
Below \$500	Standard Courier Delivery	3 – 7 working days
\$500 - \$1,999	Dedicated Courier Delivery (Door-to-door)	1 - 3 working days
\$2,000 and above	White Glove Delivery (Your dedicated Concierge will personally deliver to you)	1 – 2 working days

Your order will be delivered in between 1 – 7 working days after order has been processed and paid. Do note that there will be no delivery on Sundays and Singapore Public Holidays.

Can I arrange for self-collection at Changi Airport?

Yes, we can arrange for self-collection at Changi Airport. Please inform our Concierge at the point of order confirmation and we will arrange for the self-collection option to be made available to you.

Are there any delivery restrictions?

We offer delivery to all Singapore residential addresses. That excludes P.O. Box, Parcel Lockers or no-delivery zones. Note that International delivery is currently not available.

How do I track my orders?

Once your payment is successful, tracking details will be sent to you via email and/or WhatsApp message by our Concierge.

How do I make payment?

Upon confirmation of your order, our Concierge will issue you a secured payment link within the chat. Select products from different brands, and we will consolidate your purchases into a single payment for your convenience.

What forms of payment methods do you accept?

Major payment modes such as VISA, Mastercard, JCB, AMEX, China Union Pay, Alipay and WeChat pay are accepted.

What currency am I charged in?

Your credit card will be charged in Singapore dollars.

How can I obtain a copy of an invoice or proof of purchase from the brand?

A physical copy of the receipt will be packed together with your purchased item.

3. Returns and Refunds

Can I change/cancel my order after payment is made?

Please get in touch with our Concierge within two hours from when we receive your payment to cancel your order. For cancellation requests after two hours, we may only be able to arrange for product exchange with an item of equal or higher value with the same retailer.

What is your exchange and returns policies?

If you are not satisfied with your purchase after receiving your item, you may request for a product exchange or return within 30 days of collection. Please get in touch with our Concierge, indicating your order number in your request. Products must be returned at Changi Airport in its original purchasing condition, with all tags attached, and must be returned in the original undamaged box and/or packaging. Once your request is processed, you will receive the refund via your original mode of payment within 14 business days.

How can I contact the Concierge following an order?

We will be standing by to assist you with any after-sales inquiries. You may contact our Concierge at +65 9725 3459. Between 8am – 10pm, our Concierge will acknowledge your message within 1 hour. All messages received after 10pm will be responded to you the next working day.

4. Authentication and Care

Where are my products fulfilled from?

All products will be directly fulfilled from the retail stores in Changi Airport.

How do I take care of my items?

Care instructions will be provided along with your purchase. You may also speak to our Concierges for further advice or queries on how to care or style your products.