

WERE YOU PRESSURED INTO BUYING AT A DNA BRANDS OUTLET?

YOU MAY BE ENTITLED TO A REFUND



Claims open:
3 Aug – 30 Nov 2026



**Up to \$1 million set
aside for refunds**

1 Do you qualify?



- ✓ Bought something at a DNA Brands outlet from Jan 2023 onwards
- ✓ Felt pressured or forced into a purchase you didn't want

DNA Brands outlets covered under this scheme include The Mineral Boutique, Beautique, SAE-REN, Jingran, Harmonix, Allura and Comfeet.

2 What to do



- ✓ Gather supporting documents you have - receipts, messages with staff, bank or credit card statements
- ✓ Contact CASE via the channels below
- ✓ CASE will review your claim and let you know the outcome

? Don't have some documents?

Submit what you have. CASE will assess your claim based on the documents and information you provide.

3 Get your refund



- ✓ If successful, your refund will be paid via PayNow*
- ✓ Refunds expected in July 2027

*The entire process, including refund disbursement, can take up to 12 months.

Ready to claim? Contact CASE



6277 5100

(Mon–Fri, 9am–5pm)



<https://complaints.case.org.sg>

About this scheme



CCS investigated DNA Brands for high-pressure sales tactics. DNA Brands has committed up to \$1 million to refund eligible consumers.

Fee



A \$38.15 administrative fee applies. This is fully refunded if your claim succeeds.

For full details on the refund scheme and eligibility criteria, visit <https://go.gov.sg/refundscheme>