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Tax and duty-free shopping at your fingertips with iShopChangi

SINGAPORE, 24 September 2013 – Passengers of Changi Airport can now enjoy tax and duty-free shopping in the comfort of their homes, without having to rush and worry about missing their flight. Changi Airport Group (CAG) announced today the official launch of iShopChangi, Changi Airport's new online shopping portal (www.iShopChangi.com).

An e-commerce platform offering a good range of popular duty-free products from Changi Airport's retail stores, iShopChangi provides travellers with the convenience of browsing leisurely and shopping to their hearts' content with

a simple click of the mouse, even before their luggage is packed.

With 350 retail and services stores spanning more than 50,000sqm across its three terminals, Changi Airport is a shopping haven for passengers. The launch of iShopChangi increases the convenience of airport retail, which is an integral part of the travel journey for both departing and transiting passengers.

“Online shopping is now a way of life for many people and a key sales channel for retailers worldwide. As consumers’ lifestyles and shopping habits have evolved with the advent of technology, we are launching iShopChangi to offer our passengers another option to shop with us,” said Ms Ivy Wong, CAG’s Senior Vice President, Airside Concessions.

“With iShopChangi, we are integrating Changi Airport’s strong proposition of tax and duty-free shopping with the advantages of online retail – offering our passengers greater convenience, comfort and value,” Ms Wong added.

iShopChangi is designed to address the needs of three groups of passengers – those who prefer to plan ahead; those who are time-strapped; and those who are unaware of what Changi has to offer. For Changi Airport’s retail partners, the platform presents an additional sales channel to reach out to customers and raise the visibility of their brands and products.

Featuring duty free items popular among Changi Airport’s passengers, iShopChangi offers about 1,800 items across five categories including Beauty, Wine and Spirits, Chocolates and Delicatessen, IT and Electronics as well as Timepieces. Apart from established international brands such as Estee Lauder, Nikon, Johnnie Walker, Oris and Godiva, the portal also features local signature brands such as Eu Yan Sang and Bee Cheng Hiang.

The purchase and collection procedure is designed to be simple and hassle-free: all passengers have to do is ‘click and pick’ – click to purchase their desired items via the portal, and pick them up at their departure terminal on their way to the flight gate. A centralised process allows customers to purchase items from multiple retailers across different terminals, and enjoy the convenience of collecting them at a single stop – the iShopChangi Collection Centre, which can be found in the Departure Transit Mall of each terminal.

Passengers can shop online with the same assurance and peace of mind as they do at Changi's terminals. The 30-day money back guarantee offered by retailers at Changi Airport also applies to purchases made on iShopChangi. In addition, members of Changi Rewards, the airport's loyalty programme, will earn rewards points for every dollar spent on iShopChangi, as well as enjoy exclusive members' discounts and promotions. Transactions made on iShopChangi are also eligible for participation in Changi Airport's anchor retail promotion, the 'Be a Changi Millionaire' Draw, which offers the exciting prize purse of S\$1 million in cash.

"iShopChangi is an extension of Changi Airport's brand promise and our retail value propositions – transcending our brick and mortar stores into the online space. The portal allows passengers to browse through a product range, compare prices and purchase their desired items in advance, without having to worry about popular products being out of stock on their travel date," said Ms Wong. Examples of travel exclusives on iShopChangi include the SK-II Facial Treatment Essence Duo (currently retailing at S\$350) and Estee Lauder Advanced Night Repair Eye Serum Infusion Duo (currently retailing at S\$145).

Passengers can make their online purchases on the iShopChangi portal from as early as two weeks to 24 hours before their flight. The iShopChangi Collection Centres are located near the GST refund counters within the Departure Transit Malls of each terminal, and are open daily from 5am to midnight.

To start shopping or for more information, please visit www.ishopchangi.com.

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

Changi Airport (www.changiairport.com) is the world's most awarded airport with more than 440 accolades received since it opened in 1981. To serve passengers and visitors from the world over, there are over 350 retail stores and 120 F&B outlets across the airport's three terminals. Changi handled more than 51 million passenger movements in 2012, an annual record. Today, it serves some 110 airlines flying to over 250 cities in about 60 countries and territories worldwide. A flight takes off or lands at Changi roughly once every 100 seconds.