

Frequently Question & Answer (FAQ)

Q1: What is a virtual run?

A virtual run can be completed anytime and anywhere, even indoors on a treadmill*. Run at your own pace at your own time. Simply complete the run to earn your trophy!

*Treadmill tracking limited to wearables available through Apple HealthKit and GoogleFit.

(Integration with Apple HealthKit and GoogleFit will be ready by end April before the clock-in period opens on May 4th.)

Q2: How does a virtual run work?

Simply register for the virtual run on the MOVE by LIV3LY app or web. Use the MOVE app to track your run. Complete the required distance anytime, anywhere and receive a finisher trophy upon successful completion of the run by the stipulated date. The finisher trophy will be delivered to your mailing address.

Q3: How do I track my distance and time my run?

Use the MOVE by LIV3LY running tracker to track the distance and time for your runs. You can also use any of the following intergrated trackers:

1. MapMyRun
2. Apple HealthKit
3. Google Fit

Treadmill tracking is limited to wearables available through Apple HealthKit and Google Fit.

Integration with Apple HealthKit and GoogleFit will be ready by end April before the clock-in period opens on May 4th.

STAR WARS Virtual Run

Q1: Who is eligible to participate?

Participation is open to anyone aged 18 years and above with a registered mailing address in any of the following 6 Southeast Asian countries:

1. Singapore
2. Malaysia
3. Indonesia*
4. Thailand
5. Vietnam
6. Philippines

*Participants in Indonesia have to be 21 years and above.

Q2: I am travelling and will not be in any of the 6 Southeast Asian countries during the clock-in period. Can I still participate?

You are welcome to participate as long as the mailing address tagged to your entry is in any of the following 6 Southeast Asian countries:

1. Singapore

2. Malaysia
3. Indonesia
4. Thailand
5. Vietnam
6. Philippines

Q3: What are the race categories, prices and entitlements?

We have a 5.4KM category that commemorates May the 4th - created by STAR WARS Fans to celebrate the galaxy far, far away. Participants in this category will have to complete a total of 5.4KM on their own between May 4th to May 31st to earn their 5.4KM finisher trophy.

The other category, 40KM, celebrates the 40th Anniversary of The Empire Strikes Back since its release in 1980. Participants in this category will have to complete a total of 40KM on their own or with a buddy between May 4th to May 31st to earn their 40KM finisher trophy and limited edition 40th Anniversary Gold Darth Vader trophy (one set per registration with the option to purchase another set). The buddy will be able to purchase an additional set at \$29.90.

Q4: Do I have to complete the entire distance all at once?

You do not. Feel free to spread the distance across multiple days as long as you complete the run by May 31st 2020.

Q5: What does running with a buddy mean?

Participants in the 40KM category have the option of completing their run by combining their accumulated distance with a buddy's. A buddy code is found on the confirmation email to the participant and can be used by your buddy for their registration.

Q6: How do I register for the STAR WARS Virtual Run?

You can register through the MOVE by LIV3LY app or starwarsvirtualrunsea.liv3ly.com.

Q7: How do I know if my registration has been accepted?

You will receive an email upon successful registration to your registered email address during online registration.

Q8: Why did I not receive the confirmation slip despite registering and making payment?

This could be due to a variety of reasons as follows:

1. Your registration was not successful and therefore the confirmation slip was not rendered.
2. There could be an error in your email at the point of registration so the confirmation slip was unable to be sent to the correct email address.
3. The email has been blocked by your mail server and/or is treated as spam.
4. Your payment failed to be processed.

If you need any assistance please email us at contact@liv3ly.com. Please include your details such as Name, NRIC/Passport No. and Contact.

Q9: If I decided not to do the 40KM run which I had signed for, can I do the 5.4KM run instead and vice versa?

No, the run category is strictly non-transferable. Participants are not allowed to change categories once registration is confirmed.

Q10: Can I sign up for more than one category?

You are welcome to consecutively sign-up for the different categories and earn the various trophies as long as you are able to complete the registered distances within the clock-in period (4th May - 31st May 2020).

STAR WARS Virtual Run Trophies

Q1: How do I earn the STAR WARS Virtual Run Trophy?

Register for the STAR WARS Virtual Run and successfully complete your chosen distance by May 31st to get your hands on the exclusive finisher trophy. 40 Km runners will get an additional 40th Anniversary Gold Darth Vader trophy.

Q2: When will I receive my STAR WARS Virtual Run trophy?

All trophies will be delivered to you within 7 working days after after you have completed your registered distance.

Q3: Do you ship the trophies internationally?

Trophies and the STAR WARS Virtual Run merchandise will only be shipped to addresses in the following Southeast Asian countries:

1. Singapore
2. Malaysia
3. Indonesia
4. Thailand
5. Vietnam
6. Philippines

Q4: How can I get the limited edition 40th Anniversary Gold Darth Vader trophy?

Register for the 40KM Virtual Run and complete the distance to earn the limited edition 40th Anniversary Gold Darth Vader trophy upon successful completion.

Q5: I ran with a buddy, do we get a trophy each upon completion?

The STAR WARS Virtual Run 40KM category entitles the runner(s) to only 1 set of trophies - 40KM Finisher Trophy and 40th Anniversary Trophy. An additional set can be purchased at \$29.90 during registration.

Q6: Will I receive the trophies if I do not complete my registered distance by May 31st?

We encourage everyone to complete the registered distance by May 31st to earn the trophy.

STAR WARS Virtual Run Merchandise

Q1: Where can I buy the limited edition STAR WARS VIRTUAL RUN Pass Holder and Mobile Stand?

The limited edition STAR WARS Virtual Run Pass Holder and Mobile Stand can be purchased via the MOVE by LIV3LY app. Simply download the app and sign in to purchase.

Q2: Do I need to be registered for the STAR WARS Virtual Run to purchase the merchandise?

No, you don't have to. Non-participants can purchase the merchandise in the MOVE by LIV3LY Marketplace from March 2020.

Q3: When will I receive my limited edition STAR WARS Virtual Run merchandise?

Delivery of all merchandise orders will be from 15th April 2020. Orders made after 15th April 2020 will be delivered to you within 7 working days from order confirmation.

*May be subjected to delays due to unforeseen circumstances.

STAR WARS Virtual Run merchandise will only be shipped to addresses in the following Southeast Asian countries:

1. Singapore
2. Malaysia
3. Indonesia
4. Thailand
5. Vietnam
6. Philippines

Payment, Refunds and Returns

Q1: What are the payment options available for the STAR WARS Virtual Run registration and to purchase merchandise?

The available payment options are stated below.

Credit Card Payment

Accepts VISA and Mastercard®

Offline Payment

Includes Over-The-Counter Cash Payment, ATM Payment, Web Payment as well as Mobile and Internet Banking Application Services.

Accepted in Vietnam, Malaysia, Indonesia and Thailand.

Q2: How do I apply the Buddy code during registration?

Before the payment page, you will be asked to input your unique one-time-use Buddy code in the promo code field to enjoy the complimentary sign-up.

Q3: Can I apply more than one promo code at checkout?

You can only use 1 promo code for each checkout.

Q4: Can I get a refund if I am unable to participate after registration?

No, registration is non-refundable and non-transferable.

Q5: Will I receive a refund for my STAR WARS VIRTUAL RUN merchandise order if I cancel my order?

You can receive a refund only if the order has not been shipped out. An email will be sent to you when your order has been shipped out. We will not be able to process a refund after the order has been dispatched.

Q6: Can I request to return or exchange my STAR WARS VIRTUAL RUN merchandise after receiving it?

You can return the STAR WARS Virtual Run merchandise only if the item is still in its original packaging. To return your product, send us an email at contact@liv3ly.com with your name, email, contact number and payment ID, and send your item to LIV3LY. You will be responsible for paying for your own mailing costs for returning your item. Mailing costs are non-refundable. The return item must be mailed out via a trackable mode of delivery. We will not be responsible for any lost mail sent back through non-traceable mailing options.

We only accept exchanges if the merchandise received are defective or damaged. You can only exchange it for the same item. Send us an email at contact@liv3ly.com with your name, email, contact number and payment ID, and send your item to LIV3LY.

LIV3LY address:
52 Ubi Ave 3 #04-41
Frontier Building
Singapore 498867

Q7: Can I change my mailing address after the order or clock-in period is over?

You can send an email to contact@liv3ly.com with your new address and our customer service team will assist to amend your address. Do note that you will have to change your address before the trophy or merchandise are mailed out to you. We will not be responsible for sending a replacement once the package has been dispatched. You are advised to confirm your mailing address before you complete your run.

MOVE by LIV3LY

Q1: Who is LIV3LY?

The MOVE app is developed by LIV3LY, a social fitness and marketplace platform for mass events participation in Southeast Asia. LIV3LY's mission is empower everyone to move more, move better and move fast to be the best version of themselves through encouragement and empowerment. The platform is designed with the motivation you need, the achievements you desire and the rewards you deserve.

Q2: How do I get the MOVE by LIV3LY app?

Download and create your account on the MOVE by LIV3LY app - available on Apple App Store and Google Play Store.

Q3: Do I need to download the app to participate in any of your virtual runs?

Registration and payment for the STAR WARS Virtual Run can be done on both the MOVE by LIV3LY app and through our official website: starwarsvirtualrunSEA.liv3ly.com.

Q4: Will the app be able to detect when I am not running?

The MOVE by LIV3LY is able to detect if you are stationary or onboard a moving vehicle such as a car or a bicycle. In such cases, if the MOVE tracker is on, it will not include that particular distance travelled in the total recorded distance.

If you have other questions, please email us at contact@liv3ly.com.