

## DETAILS OF THE CARD BENEFIT (Mar'22 Spend Offer)

### Terms & Conditions

#### A. Definitions:

- I. **"Card"** shall mean a Visa/Master SuperCard /Credit Card issued by RBL Bank.
- II. **"Card Member/s"** shall mean such customer/s to whom a Credit Card has been issued and who is authorized to hold the Card. Use of the terms 'their', 'your' or similar pronouns shall, where the context so admits mean the Card Member.
- III. **"Offer"** shall mean such discount/joint benefits given by the third party/partners and RBL Bank on purchase of Products/Services.
- IV. **"Offer Period"** shall mean the period commencing from **March 3, 2022 to April 3, 2022** both days inclusive.
- V. **"Products/Services"** shall mean the goods/benefits/facilities offered by RBL Bank and its partners.
- VI. **"Website"** shall mean the following website of RBL Bank i.e. [www.rblbank.com](http://www.rblbank.com).
- VII. **"Void Transaction"** shall mean any transaction wherein the transaction has taken place but has been cancelled /rejected /unsuccessful by RBL Bank or its partner/third party.
- VIII. **"RBL Bank Limited"** shall herein after be referred to as RBL Bank.

#### B. Offer:

1. Cardmember will be eligible for vouchers of the amount specified in the communication sent by RBL Bank on achieving the 'Target Spends' as specified in the Offer communication sent by RBL Bank on the Cardmember's registered email id and mobile no (**"Offer"**).
2. To be eligible for the Offer the total spends made during the Offer Period should be equal or more than the Target Spends.
3. To be eligible for e-vouchers, the Card should be in an Active state
4. Eligible Cardmembers can redeem the Gift voucher against one or multiple brands such as Amazon, Flipkart, Myntra, Big Bazaar and others (**"Alliance Partner/s"**). In no case will a Cardmember be able to redeem the vouchers above the amount specified in the communication.
5. Only transactions made during the Offer Period will be eligible for the calculation of total Target Spends on a Credit Card
6. Eligible Cardmembers will be sent a unique Promo Code and a link for selecting the voucher available on the webpage on or before May 15, 2022 on their registered email id and mobile no.
7. Vouchers issued to eligible Cardmembers will be governed by Terms & Conditions applicable for usage & redemption as specified by respective brand/partner. The respective terms and conditions will be sent along with the vouchers to eligible Cardmember.
8. If a Card Member has more than one Card, he/she must confirm the specific Card for availing the said offer by verifying the last 4 digits of the Card number in the email communication. Spends on multiple Cards cannot be clubbed by the Cardmembers for the said Offer.
9. The Offer is not valid on cash withdrawals, balance transfer or dial for cash/Xpress cash.

#### C. Steps to redeem vouchers:

1. Eligible Cardmembers on receiving the link & promo code need to visit the link within 30 days of receiving the promocode
2. Enter the Promo Code shared by RBL Bank on your registered email id and mobile number and click on "SUBMIT"
3. Choose your Brand & Click on "CONTINUE" to claim your Gift Voucher
4. Enter your details and click on "PROCEED". The Gift Voucher of your chosen brand will be sent to your registered Mobile Number and e-mail as per RBL Bank's records.

#### **D. Terms and conditions prescribed by RBL Bank:**

1. This Offer is available only for select individual Card Members and not Corporate Card Members.
2. This Offer is only available to select Card Member(s) who do not have any outstanding amount payable under the Card for more than 30 days.
3. RBL Bank does not guarantee and make any representation about the usefulness, worthiness and/or character of the discount / benefit or of the Products/Services under the Offer.
4. Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the Card Member due to provision of the Offer, shall be to the sole account of the Card Member. Tax deducted at source, if any, on the monetary value of the Offer shall be payable by the Card Member.
5. All issues / queries / complaints / grievances relating to the Offer, if any, shall be addressed to Alliance Partner directly; without any reference to RBL Bank.
6. The existence of a dispute, if any, regarding the Offer shall not constitute a claim against the RBL Bank and shall be addressed directly by Alliance partner.
7. RBL Bank reserves the right to disqualify the Card Member from the benefits of the Offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the Offer or otherwise by use of the Card.
8. RBL Bank shall not be held liable for any delay or loss that may be caused in delivery of the Product and Services or the assured gifts / prizes.
9. RBL Bank and Alliance Partner reserve the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary these terms and conditions or to replace, wholly or in part, this Offer by another offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
10. RBL Bank will not entertain any correspondence or communication regarding the validity and acceptability of the Offer.
11. This is a standalone Offer and cannot be clubbed with any other Offers that may be available to the Card Member by the Alliance Partner and RBL Bank and the Offer is not transferable.
12. The Offer is not valid and applicable for Void Transaction.
13. The Card Member indemnifies RBL Bank from and against all actions, suits, claims, liabilities and proceedings due to or arising out of any or all disputes between the Card Member and OEM by reason of RBL Bank acting in good faith and bona-fide belief and for any loss, damages incurred by Card Member on account of the following reasons:
  - a) Deficiency in quality or delivery of product or service.
  - b) Non – delivery of product or services by OEM or third parties.
  - c) For any causes due to force majeure such as earthquake, flood, fire and other natural calamities or circumstances beyond the control of RBL Bank or merchant or OEM, their agents or third party service providers.
14. RBL Bank will not be responsible for any deficiency in products and services provided by the Alliance Partner.
15. This Offer shall be subject to all applicable laws, rules and regulations which are in existence and which may be promulgated anytime by any statutory authority.
16. These terms and conditions shall be governed by the laws of India and any dispute arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts in Mumbai & RBL Bank reserves the right to add, alter, modify, change or vary any of these terms and conditions or to replace, wholly or in part, this Offer by another offer, whether similar or not, or to withdraw it altogether at any point in time, without any prior notice.
17. The above Offer is by way of a special offer for Card Members and nothing contained herein shall prejudice or affect the terms and conditions of the Card Member agreement. The terms of the above schemes shall be in addition to and not in derogation of the terms contained in the Card member agreement.
18. Card Members are not bound in any way to participate in the Offer. Any such participation is voluntary and the same is being made purely on a “best effort basis”.

**Disclaimer:**

RBL Bank Limited displays the Offers/ services extended by third parties to RBL Bank's customers and RBL Bank is not rendering any of these Offers/ services. RBL Bank does not act as express or implied agent of the said third parties vis-a-vis the Customers. RBL Bank is neither guaranteeing nor making any representation with respect to the Offers/ services provided by the third parties. RBL Bank is not responsible for quality of the products/ services provided by the third parties. For any queries, complaints, issues and/ or feedback shall be directly dealt with the third parties only. The Offers/ services may also be available at other platforms. The Customer's participation to avail such Offers/ services is purely voluntary.