

## **Offer Terms and Conditions – Gudi Padwa Campaign**

1. This marketing program ("Program") is from SBI Card & Payment Services Private Ltd. ("SBICPSL") under an arrangement with the list of merchants as outlined in Annexure A ("Merchant") and is open to all residents of India holding a valid and current SBI Credit Card ("Cardholder") and to whom a communication is sent either by SBICPSL and/or Merchant.
2. The Validity of the Program ("Term") is from 2<sup>nd</sup> April 2022 to 15<sup>th</sup> April 2022 (both days included), unless extended by SBICPSL and Merchant.
3. Under this program customer can avail certain offers across select merchant outlets as outlined in Annexure A
4. To avail the offer the customer must present his valid SBI Credit Card to the Outlet and state the intention to use the offer before asking for the bill. Upon receiving the bill, the customer must pay the same using his valid SBI Credit Card in order to avail the offer.
5. This offer has no monetary value, is not transferable, is not for sale or re-sale nor redeemable for cash
6. The discount is valid on only the net amount (excluding taxes or any other charges)
7. No two Offers can be clubbed
8. Offer not valid on other items "Offer Not valid on Super Savers, Combos, Formula and Supplements, Bottles & Accessories, Gifts & Certificates
9. The customer needs to pay through the SBI Credit Card
10. Offer once expired cannot be extended further and cannot be exchanged for cash on in parts
11. Offer cannot not be used in conjunction with any other coupon, promotion, discount or offer
12. Any query regarding the discount will be entertained till 15<sup>th</sup> April 2022. Post such date; SBICPSL will not entertain any correspondence or communication regarding this Program from any cardholder.
13. SBICPSL does not endorse any of the products or brands being offered under the Program and will not accept any liability pertaining to the quality, delivery or after sales service of such products which shall be at the sole liability to Merchant.
14. Under no circumstance will the offer/discount being offered under this Program be settled with cash in lieu by SBICPSL or by Merchant
15. The Exclusive offers/discounts under these Programs cannot be clubbed with any other offer or discount extended by the participating brands as part of any other arrangement.
16. Pictures of products shown in the communication sent to the customer either through mailers or advertised on our website, are representative only and may not bear a resemblance to the actual products. SBICPSL shall under no circumstances be responsible towards the same.
17. Products offered under this program are subject to availability from the respective participating outlets of Merchant and accordingly SBICPSL in no circumstances shall be liable for non-availability of any of the products.
18. All government Levies like Sales Tax, TDS, any Local Tax, Octroi etc., shall be payable by the Cardholder as applicable at the time the respective Programs are offered
19. Any disputes arising out of the Offer shall be subject to arbitration by a sole arbitrator appointed by SBICPSL for this purpose. The proceedings of the arbitration shall be conducted as per the provisions of Arbitration and Conciliation Act, 1996. The place of arbitration shall be at New Delhi and language of arbitration shall be English. The existence of a dispute, if any, shall not constitute a claim against SBICPSL.
20. Cardholders are not bound in any way to participate in the Programs. Any such participation is voluntary and the same is being made purely on a "best effort basis".
21. SBICPSL reserves the right to modify or change any of the terms and conditions applicable to this