RBL BANK – SHOPPERS STOP CO-BRANDED CREDIT CARD COMPLIMENTARY BEAUTY MAKEOVER VOUCHER

TERMS & CONDITIONS

These terms and conditions forms an integral part of the RBL Bank Shoppers Stop Co-branded Credit Card Terms and Conditions and governs the issuance and redemption of the complimentary Beauty Makeover Voucher offered to eligible Cardmembers by Shoppers Stop. In the event of any inconsistency, the Bank's Credit Card Terms & Conditions shall prevail to the extent applicable.

1. Definitions

- "Bank" means RBL Bank Limited.
- "Cardmember" means the eligible primary holder of the RBL Bank Shoppers Stop Black Credit Card and RBL Bank Shoppers StopPlatinum Credit Card.
- "Voucher" means the complimentary Beauty Makeover Voucher with a face value of ₹3,000 for Shoppers Stop RBL Bank Black Credit Card and ₹2,000 for Shoppers Stop RBL Bank Platinum Credit Card.
- "Merchant" means Shoppers Stop Limited and/or its participating beauty brand partners.

2. Eligibility

- This Voucher is only for eligible activated primary Cardmembers, as determined by the Bank, shall receive the Voucher.
- The credit card account must remain active and valid at the time of redemption. Delinquent, blocked, suspended, cancelled or closed accounts shall not be eligible.
- Supplementary/Add-on Cardmembers are not eligible unless expressly communicated by the Bank. Cardmembers

3. Redemption

- Please visit your nearest participating Shoppers Stop to claim this voucher.
- The Voucher is valid for a period of 90 days from the date of card issuance.
- Voucher is valid only at participating Shoppers Stop stores and designated beauty brand counters.
- Prior appointment is mandatory and subject to appointment availability.
- Voucher is redeemable only once, is non-transferable and must be presented before commencement of the makeover service.
- Any amount exceeding the Voucher value, GST or other applicable statutory charges shall be borne solely by the Cardholder.
- The Voucher cannot be redeemed for cash, refunded, revalidated or exchanged.

General Terms and Conditions

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4. Offer Restrictions

- The Voucher cannot be clubbed with any other promotion, loyalty benefit, discount, coupon or offer unless specifically permitted by the Merchant.
- Lost, stolen, damaged, altered or expired Vouchers shall not be replaced.
- Validity of the Voucher shall be as communicated by the Bank or Merchant.

5. Merchant Services

- The makeover service is provided solely by the Merchant. RBL Bank neither provides nor guarantees such services.
- Appointment scheduling, service quality, hygiene standards, products used and customer experience shall remain the sole responsibility of the Merchant.

6. Limitation of Liability

- The Bank shall not be responsible for deficiency in service, refusal of service, cancellation of appointments, merchant negligence or any direct, indirect, incidental or consequential loss arising from use of the Voucher.
- The Bank shall merely facilitate issuance of the Voucher and shall not be deemed to be the provider of the underlying services.

7. Modification & Withdrawal

- The Bank and/or Merchant reserve the right to amend, suspend, substitute or withdraw the offer, participating stores or these Terms & Conditions at any time, subject to applicable law.

8. Fraud & Misuse

- The Bank may cancel the Voucher, recover the value of the benefit and/or disqualify a Cardmember in the event of fraud, abuse, misrepresentation or misuse.

9. Privacy

- The Cardmember authorises the Bank to share limited information with the Merchant solely for fulfilment and redemption of the Voucher in accordance with applicable data protection laws.

10. Force Majeure

- Neither the Bank nor the Merchant shall be liable for any delay or failure arising from events beyond reasonable control including natural calamities, pandemics, government restrictions, strikes, system failures or similar events.

11. Severability & Waiver

- If any provision is held invalid, the remaining provisions shall continue in full force. Failure by the Bank to enforce any provision shall not constitute a waiver of its rights.

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12. Governing Law & Jurisdiction

- These Terms shall be governed by the laws of India. All disputes shall be subject to the exclusive jurisdiction of competent courts at Mumbai.

13. Acceptance

- By accepting or redeeming the Voucher, the Cardmember confirms that they have read, understood and agreed to these Terms & Conditions together with the applicable Credit Card Terms & Conditions.

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