

UPI Soundbox Terms and Conditions

These Terms & Conditions are customized to align with RBL Bank's merchant payment ecosystem and its partnership-driven Soundbox deployment model.

1. Device Ownership & Usage
 - I. The UPI Soundbox is provided to merchants under RBL Bank's digital payments program and may be powered by partner-led technology
 - II. The Soundbox is to be used only for legitimate UPI transactions received through the merchant's registered RBL Bank account or approved VPA.
2. Fees, Rentals & Deductions
 - I. A one-time device cost of ₹600 and annual maintenance charges of ₹588 (₹49 × 12 months), along with applicable GST, will be auto-debited from the merchant's RBL Bank settlement account in the first month and are non-refundable.
 - II. RBL Bank reserves the right to revise pricing with prior notification through SMS, email, or merchant communication channels.
3. Network Connectivity & Functionality
 - I. The Soundbox requires continuous network connectivity (SIM/Wi Fi).
 - II. The merchant must ensure the Soundbox remains connected and powered for real time alerts.
 - III. Temporary network or server outages may delay audio confirmations; merchants should verify transactions via their bank account.
4. Proper Handling, Security & Misuse
 - I. Merchants must safeguard the device against physical damage, liquid ingress, mishandling, or unauthorised usage.
 - II. Loss, theft, or malfunction must be immediately reported to RBL Bank or the listed support team.
 - III. Replacement due to damage or loss may attract one time charges.
5. Transaction Alerts & Verification
 - I. Audio confirmation from the Soundbox serves as an indicative confirmation; final settlement is subject to NPCI and RBL Bank validations.
6. Merchant Responsibilities
 - I. The Soundbox may only be used at the registered merchant location.
 - II. Fraudulent, suspicious, or unauthorised use may result in immediate suspension or device recovery by RBL Bank.
7. Termination, Return & Recovery
 - I. Merchants may discontinue the service by submitting a request at the RBL Bank branch or through the authorized service channel
 - II. All pending dues or rental charges must be cleared before cancellation.
 - III. RBL Bank may revoke or disable the Soundbox service for non usage, overdue payments, regulatory issues, or misuse.
8. Liability & Disclaimer

RBL Bank and its authorised device partner(s) are not liable for:

 - I. Network outages or delayed confirmations,
 - II. Loss of business due to technical issues,
 - III. Damage caused by improper usage,
 - IV. Merchant-side connectivity or power issues.