

## Frequently Asked Questions (FAQs)

### Offer period

**ALL Customers 15<sup>th</sup> Apr 00:00 to 19<sup>th</sup> Apr 2024 23:59.**

1. What is the SBI Debit Banks Card Offer?
  - a) Get instant discount on listed select TVs series on Debit Card transactions.
  - b) Can avail one product per card only.
  - c) Any cancelled, rejected or returned order(s) will not be eligible for the offer and the refund amount of such order will be adjusted with the instant discount amount.
  - d) Minimum Purchase Value and Maximum Discount Value as per below table:

Price Bucket	Full Swipe offer – SBI DC
0-15k	10% off upto 1250
15k-25k	1250
25k-40k	1750
40k-50k	2250
50k-75k	2750
>75k	3250

2. How can I avail this offer?

There are no other special steps to avail this offer. Just go through the normal purchase process and use your saved Bank card to pay.
3. Can I get this offer on No Cost EMI?

Offer is not applicable on SBI Debit EMI transactions
4. Can I get this offer on Exchange?

Yes, the offer is valid on Exchange as long as minimum purchase value (after Exchange discount) is spent on Bank Card if any provided in the offer. (Customer to check product eligibility page before availing the offer).
5. Can I avail discount on card payment for cash on delivery order? Are net Banking transactions also included in this Offer?

COD and Net Banking transactions are NOT included in this Offer.
6. Would I get the Bank offer even if I make a part payment using my Amazon Pay Balance?

Yes, the offer is available on partial payments as long as minimum purchase value is spent on Bank Card.
7. Is the offer applicable on EMI?

No, the offer is not available on EMI transactions.
8. What if I cancel my order?

The Offer is applicable for a successful purchase. If Instant Discount is availed on any purchase, and it is subsequently cancelled, the refund amount of such purchases will be posted adjusting the instant discount amount availed on the purchase. However, if you place another order within the offer period, you shall get instant bank discount subject to offer eligibility
9. Can I avail the offer on NON-EMI transactions?

Yes, the offer is applicable on Non-EMI transactions.

10. My payment failed while placing the order, will I be eligible for the cashback?  
If your payment failed while placing the order, Amazon.in gives you an option to revise your payment. If you revise your payment within the offer duration, you will be eligible for the cashback. For more information on revise payment, [click here](#).

#### Offer Terms and Conditions

1. This offer ("Offer") is provided by State Bank of India ("Bank") and DAWNTECH ELECTRONICS PRIVATE LIMITED ("Participating Sellers") is made available on the website [amazon.in](#) or the mobile site or mobile application thereof (collectively, "Amazon.in") by Amazon Pay (India) Private Limited ("Amazon").
2. These Offer terms and conditions ("Offer Terms") are in addition to the Amazon.in Conditions of Use & Sale and Privacy Notice to which you agree to by using Amazon.in and Terms & Conditions of Cards of Bank. In the event of any conflict between the Conditions of Use & Sale and these Offer Terms, these Offer Terms will prevail, only for the purposes of this Offer.
3. All residents of India holding a valid credit card and debit card issued by the Bank (each a "Card") are eligible to avail the Offer (each a "Cardholder").
4. The Offer is valid from 15<sup>th</sup> Apr 00:00 to 19th Apr 2024 23:59 ("Offer Duration"), or until stocks of the Products (defined below) that are made available by the Participating Seller(s) (defined below) on Amazon.in last, whichever is earlier ("Offer Period"), unless revoked or extended by Amazon (in its sole discretion), without any prior notice and without any liability.
5. Under this Offer, any Cardholder who, during the Offer Period, purchases of select TVs ("Product") on Amazon.in from Participating Sellers, and makes payment for the Product using the bank Card, will be entitled to receive instant discount provided that the purchase value for such transaction (inclusive of taxes) is equivalent to or exceeds minimum transaction value mentioned by the participating seller.
6. Minimum Purchase Value and Maximum Discount Value as per table below:

Price Bucket	Full Swipe offer – SBI DC
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7. The purchase of Product by Cardholders on equated monthly instalments (EMI) is eligible for this Offer. Customer to check product eligibility page while availing the offer.
8. Customer can avail one product per card only.
9. This Offer will not be applicable if the Cardholder or the seller or Amazon cancel the order and/or the Cardholder returns the Product and, in such a case, participation in the Offer will be deemed withdrawn. In such a scenario, only the net amount paid by the Cardholder will be refunded. In other words, the instant discount will not be refunded.

10. In case there are multiple items in a purchase order, the item-wise savings/discount may vary. However, the overall savings/discount on the purchase order will be equivalent to maximum savings / discount the Cardholder is eligible for under this Offer.
11. Amazon and/or the Bank reserve the right to disqualify the Cardholder 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 said Offer or otherwise by use of the Card.
12. Amazon and/ or the Bank reserve the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary any or all of these Offer Terms 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.
13. Delinquent and over-limit Bank's credit card members and Amazon Business Customers will not qualify for this Offer.
14. Cardholders are not bound in any way to participate in this Offer. Any participation is voluntary and the Offer is being made purely on a best effort basis.
15. Nothing herein amounts to a commitment by the Bank or Amazon to conduct further, similar or other offers.
16. The above Offer is by way of a special offer and nothing contained herein will prejudice or affect the terms and conditions of the Card member agreement. The terms of the above schemes will be in addition to and not in derogation of the terms contained in the Card member agreement.
17. This Offer is not valid on corporate or commercial Cards.
18. This Offer is not available on: (i) purchase of products other than the Product, or (ii) purchase of Products from sellers other than the Participating Seller(s), or (iii) purchase of Product using a card other than the Card(s).
19. Any queries/issues relating to discount / benefits under this Offer will be entertained by the Bank & Amazon. By participating in this Offer, every Cardholder expressly agrees that Bank and Amazon will not be liable or responsible for any loss or damage whatsoever that a Cardholder may suffer, directly or indirectly, in connection with this Offer including but not limited to that associated with his/ her use or delivery or misuse of the Product(s). The Bank shall not be liable for delivery, service, suitability, availability or quality of the products offered under this offer.
20. These Offer Terms are governed by the laws of India and the courts at New Delhi will have exclusive jurisdiction over any matters/ disputes arising out of or in relation to these Offer Terms.
21. Any person availing this Offer will be deemed to have accepted these Offer Terms.