

NEW TECH-NEW BEGINNINGS – FREE GIFT ON EVERY PURCHASE – (Promotional Campaign)

TERMS & CONDITIONS

These Terms and Conditions (“T&Cs”) govern the “Free Gift on Every Purchase” promotional campaign (“Campaign”) conducted by Reliance Digital stores, a business format of Reliance Retail Limited (“Company”), in association with its authorised marketing agency Travelport. By participating in the Campaign, the customer (“Customer”) is deemed to have read, understood, and agreed to be bound by these T&Cs.

1. The Campaign is valid only for selected customers at select Reliance Digital stores located in select cities within the State of West Bengal, Assam and Tripura (“Participating Stores”) during the specified campaign period.
2. Eligibility criteria, participating products, and purchase slabs shall be determined solely by the Company/Participating Stores and communicated from time to time.
3. Only bona fide retail purchases intended for personal consumption shall qualify under the Campaign. Bulk purchases, institutional transactions, or purchases made for resale shall be excluded.
4. Free gifts (“Freebies”) shall be offered on qualifying purchases in accordance with predefined purchase slabs, subject to a maximum invoice value cap as may be specified. Each eligible invoice shall entitle the Customer to one Freebie per applicable slab, unless expressly stated otherwise.
5. Eligibility for Freebies shall be determined based on the net invoice value (exclusive of taxes, returns, cancellations, or adjustments) and/or specific product purchases, as defined.

Min Bill value in Rs.	Max Bill Value in Rs.	Freebie Description
10,000	30,000	7Pcs Larah Pudding Set
30,001	50,000	Cello Dazzle 22Pc Dinner Set-Blue Spring
		Cello Dazzle 22Pc Dinner Set-Red Snowfla
50,001	1,00,000	Skybags Play Plus Strolly 66 Black
		Skybags Play Plus Strolly 66 Spanish Blue
1,00,001	2,00,000	ARISTOCRAT OLYMPUS HL SO2 TEAL BLU
2,00,001/-	-----	1g GOLD COIN (0.50g *2 Nos.)

6. Freebies mapped to a particular slab or product category shall not be interchangeable.
7. The determination by the Participating Store as to whether an invoice qualifies as an “Eligible Invoice” shall be final, binding, and not subject to challenge.
8. The Company /Travelport reserves the absolute right to verify the authenticity of any Customer, transaction, or submission. Any incomplete, inaccurate, inconsistent, or fraudulent information or documentation shall result in immediate disqualification without prior notice.
9. Redemption Process:
 - Customers must redeem their eligible Freebie through the designated online redemption portal, strictly in accordance with the instructions provided therein.
 - The redemption URL shall be printed on the invoice and/or made available via QR code at the Participating Store.
 - Customers are required to submit accurate details, including but not limited to name, mobile number, and invoice details.
 - Mobile-based OTP verification is mandatory for successful redemption.
 - Only one redemption per mobile number shall be permitted, unless otherwise specified.
 - Failure to complete the redemption process within the prescribed timeline, if any, may result in forfeiture of the entitlement.

The Company/Store reserves the right to reject any incomplete or invalid redemption requests. All applicable taxes, duties, or levies arising from the Freebie Products shall be solely borne by the Customer.

10. Freebies shall be delivered within 15–20 working days from the date of successful redemption and verification. In case the Customer’s location/pin code is not serviceable, the Customer may opt to collect the Freebie from the nearest Participating Store.

11. Any Freebie found to be damaged or defective must be reported within 48 hours of delivery, along with a clear unboxing video, via the support email ID provided on the redemption portal.
12. Freebies may carry applicable manufacturer's/brand warranty. Any claims relating to product performance, warranty, or defects shall be addressed directly with the respective manufacturer/brand. The Company and Participating Stores shall not be liable for such claims.
13. Freebies are subject to stock availability. The Company reserves the right, at its sole discretion, to substitute any Freebie with a product of equal or lower value.
14. All product images used in promotional materials are for illustrative purposes only and may not exactly correspond to the actual product delivered.
15. Freebies are non-transferable, non-exchangeable, and cannot be redeemed for cash, credit, or any other benefit. This Campaign benefits cannot be combined with any other offer or promotion unless expressly stated.
16. The Company shall not be liable for any loss, damage, delay, or non-delivery arising out of circumstances beyond its reasonable control, including but not limited to logistical delays or incorrect/incomplete information provided by the Customer.
17. The Company reserves the right to modify, suspend, or withdraw the Campaign and/or these T&Cs at any time without prior notice and without assigning any reason.
18. Participation in the Campaign is voluntary and on a best-effort basis and constitutes acceptance of these T&Cs. The interpretation and decision of the Company in respect of all matters relating to this Campaign shall be final and binding.
19. All information submitted in connection with this Campaign will be treated in accordance with these T&Cs and the Privacy Policy of Company/Store.
20. By participating, you hereby agree to: (a) release and hold harmless the Company/Store/Travelport, its affiliates, and their respective directors, employees, and representatives from any and all liability arising out of or in connection with the Campaign, including the Freebies, whether due to injury, loss, damage, or misuse, even if attributable to negligence; and (b) grant to the Company and its affiliates an irrevocable, royalty-free right to use, reproduce, publish, and display your name, likeness, image, voice, and related details, in any photographs, recordings, or digital content captured in connection with the Campaign, for promotional, advertising, and communication purposes, in any media now known or hereafter developed, without any further consideration or notice.
21. These T&Cs shall be governed by the laws of India. All disputes arising out of or in connection with the Campaign shall be subject to the exclusive jurisdiction of the competent courts at Mumbai.

For queries or more details about the Campaign and its Terms & Conditions, please visit the Participating Store, redemption portal, or scan the QR code.