

## **TERMS & CONDITIONS**

IN is a Rewards Program ("IN" or "Program") by Inorbit Malls (India) Private Limited ('Inorbit') and is in force from 8<sup>th</sup> of June 2022. Please read the Terms and Conditions for IN carefully. If you do not agree with any of these terms and conditions, you may choose to not participate in the Rewards Program. The participation and membership in IN or Program are optional. These terms and conditions apply to any Customer's access to Inorbit's Website, Inorbit/IN Mobile application, IN Whatsapp chatbot or participation in the Program (collectively known as "IN" or "Program").

IN is a reward-based program wherein the Customers of Inorbit enrolled in the Program ("Users") shall gain rewards in the form of INcoins, after making purchases from the participating stores and outlets at Inorbit Mall. These Terms and Conditions (hereinafter referred to as "**T&Cs**") form the basis of IN and its membership which includes earning and redeeming of INcoins under IN. Please note that Inorbit, reserves the right to change, modify and/or discontinue the Program and/or these T&Cs, or any policy, FAQ, or guidelines pertaining to (i) User's membership in IN, (ii) INcoins, and (iii) redeeming of INcoins, at any time, at its sole discretion, with or without giving any prior notice. The Users agree to abide by any change, modification, or discontinuation during the validity of the Membership.

These T&Cs are to be read in conjunction with the "Privacy Policy" and "Cookie Policy" of IN available at the <https://inrewards.inorbit.in/>

### **IN Membership**

Effective from 8<sup>th</sup> of June 2022, any Customers can enroll in the reward program by (i) registering themselves on the Inorbit website, (ii) sending "HI" on IN WhatsApp chatbot on **9607396073**, (iii) giving missed call on **7998079980**, (iv) scanning reward QR code inside the Inorbit Malls, (v) scanning reward QR code at the retail outlet at Inorbit Mall. The registered mobile number of the customer will be the membership ID & no separate membership ID will be provided to the customer after enrolling in the program.

Only one member can be registered against one mobile number and/or email ID. Similarly, only one mobile number and/or email ID can be registered against one member. The IN rewards program is a mobile number/email based Reward program and any person in possession of a mobile number or email ID can register in IN against such mobile number or email ID. It is clarified that Inorbit shall not be responsible for any misuse or unauthorized registration in IN through any mobile number and/or email ID.

The IN membership will be issued solely at the discretion of Inorbit, and the final discretion on all matters relating to the membership shall rest with Inorbit.

### **Earning and Redeeming INcoins**

Any customer with a valid shopping bill (printed bill and/or e-invoices as the case may be) of Rs. 100/- and above, spent at any outlet at the Inorbit Mall (subject to general terms and conditions) can share the details of a valid shopping bill at the IN WhatsApp chatbot to gain INcoins under the Program. Any invoice to be considered as a valid shopping bill under this Program only if it is issued NOT more than seven (7) days before the date of upload at the IN WhatsApp chatbot. Bills generated under the respective member's name & / or mobile number will be considered as valid bill. Inorbit reserves rights to verify the same with respective brand/stores. Any duplicate bills submitted by members with same invoice number, brand & amount will not be considered & will be rejected in the system. The Customers shall be required to share hard copy of valid invoices or details thereof, as and when requested by Inorbit.

For payment (excluding tax) made by the User at the stores/outlets of Inorbit Mall, except payments made by credit notes or gift voucher, the member will gain INcoins equivalent to 1% of the total spent. This percentage of gaining INcoins may vary depending on special offers / initiatives run or conducted by Inorbit under the Program and will be as per sole discretion of Inorbit. INcoins shall not have any monetary value. The User may accumulate INcoins and redeem them for obtaining vouchers or offers available on the Inorbit Website (IN webpage), and/or IN Mobile application. It is clarified that INcoins cannot be exchanged, transferred or gifted, for any monetary value, benefit, currency, or any other

consideration whatsoever.

The INcoins shall be valid only for 1 (one) year from the date they are issued or shall be valid for such period as specified at the time of earning of INcoins and shall expire after such time. Inorbit may decide to change the validity period at its discretion.

It is clarified that any person in possession of a mobile phone or access to Member's email id can claim and redeem INcoins against vouchers and offers offered by the Program. The collection of gift vouchers/merchandise will be restricted only to the member, (owner of the registered mobile number in the program). No other person/s on behalf of the member will be allowed to collect the redeemed voucher/merchandise. Inorbit shall not be liable in any manner, in case of any misuse and/or redemption of INcoins.

## **General Terms and Conditions**

1. Inorbit reserves the right to discontinue program memberships - existing or new - temporarily or permanently for a period of time, as decided by Inorbit.
2. Membership into IN is non-transferable, non-assignable, and non-refundable at the instance of the Member. This membership is valid for a lifetime subject to continuance of IN.
3. Without notice to the Customer or User, Inorbit reserves the right to suspend and/or terminate any membership and/or participation in IN, more particularly if it is determined that the User or Customer have violated any T&Cs of IN, or the User's account is unauthorized, deceptive, fraudulent, or otherwise unlawful.
4. Inorbit shall have right to transfer, assign and sell in any manner, in whole or in part, the Program to any third party of its choice without reference or intimation to the Members.
5. Employees of Inorbit & their family members, employees of its holding company, affiliate companies/subsidiary companies, sponsors, associated agencies, participating operators, their staff, & mall retail staff cannot enrol for the Program & avail any kinds of benefits of the program as per the company policies.
6. Inorbit or its subsidiary, or agents, reserves the right to suspend or disqualify the account of any User if any fraudulent or unauthorized activity is identified. The User hereby agree to indemnify, defend and keep Inorbit and its subsidiaries harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings that may be suffered by the Inorbit, and/or its subsidiaries as a consequence of any violation, fraud, authorised use, wilful misconduct, or negligence on your part.
7. Only adult citizens (Above 18 years of age) & residents of India, are eligible to register for IN. Inorbit shall not be responsible or liable in any manner, whatsoever, for any registration of any person not a citizen of India.
8. No company or any other artificial person can become a User of IN.
9. No reward points/INcoins shall be credited to any member for any purchase made in any third party event or any other event at the Mall premises including Flea markets, promotional stores, special events for kids or women, band performance, festival celebration etc.

## **Terms and Conditions that apply to all Voucher/Offer**

1. The vouchers issued under IN should only be used in the stores/outlets situated inside the Mall.
2. The INcoins redeemed for physical vouchers on the website, and/or App by the User will have to be collected within 7 (seven) days from order date. Any gift voucher not collected within 7 (seven) days will be auto cancelled and INcoins used for booking such gift vouchers will be refunded/credited to the User's account in the Program.
3. Redeemed Offer or Voucher have a variable validity & the same will be mentioned on the voucher at the time of redemption.
4. The Terms & conditions of the participating store, and brand shall be applicable on the redeemed voucher/merchandise.
5. Inorbit does not take any responsibility for the quality of the goods, or any other offer or sale related issue, guarantee or warrantee, with respect to the Offer/ Voucher of any participating store.
6. Any query regarding any Offer or Voucher will be entertained for the offer duration. No correspondence on the same will be entertained after the last date of the Offer, from any member or customer.

## **Consent to Communication**

By enrolling with the IN, the User consents to receiving communications from Inorbit regarding IN Membership, latest offers, exclusive promos, product launches, etc. and any other relevant information/communications.

Your consent to receive communication from Inorbit shall override any Do-Not-Disturb (DND) settings that you may have opted for. Inorbit or its Service Provider(s) may send Users alerts, notifications, e-mail, direct mail and generally communicate with the Users via the mobile number, email address, and/or postal address available with Inorbit. We do not bear any responsibility for communication lost or not received by you.

### **Consent to the Privacy Policy of IN**

By enrolling with the IN, the User consents to the Privacy Policy of IN which is provided on our website at <https://inrewards.inorbit.in/> for using, storing, and sharing your information.

### **Disputes**

In case of any dispute or difference arising concerning IN or any alleged defect or deficiency of service availed, the same shall be resolved through arbitration as per the Arbitration and Conciliation Act, 1996, and the seat will be at Mumbai.

Indian laws govern all the T&Cs of this reward program. In the event of any disputes, the appropriate court in Mumbai shall have exclusive jurisdiction.

### **Customer/Member queries**

All User or customer-related information is updated on the Inorbit website (IN Webpage). Visit [www.inrewards.inorbit.in](http://www.inrewards.inorbit.in) or you can drop us an email at [inrewards@inorbit.in](mailto:inrewards@inorbit.in)

You can also reach out to us by call at 022-67069548 (Malad) | 022-67777614 (Vashi)| 0265-2303500 (Vadodara) |040-44880000 (Cyberabad)