

Raymond REWARDS

TERMS AND CONDITIONS

Participation in the RAYMOND REWARDS PROGRAM ("said Program") shall be subject to the terms and conditions as set out herein and/or determined by the Company (i.e. The Company Limited, its Divisions and its subsidiaries), at their sole discretion.

GENERAL

1. The said Program is a rewards and benefits program of the Company aimed at providing loyalty benefits to all customers who visit and purchase the Company's products across all formats i.e. (i) THE RAYMOND SHOP (TRS), (ii) The Raymond Made-To-Measure (t), (iii) The Raymond Ready-To-Wear (RTW), (iv) Park Avenue (PA), (v) ColorPlus (CP), (vi) Parx (PX) and (vii) The Raymond Home and their Franchisees more specifically set out in Annexure 'A' ("said outlets"). The Company reserves their right to add, delete, modify and amend Annexure A from time to time.
2. As of date, this Program is valid for the member's lifetime. The Company may at its sole discretion extend or curtail the validity of the Program or may suspend or abandon the same at any time without any prior notice of the same.
3. A customer visiting the said outlets and agreeing to enrol for the said Program ("Member") shall provide the store personnel with all the details including full name, valid address with correct PIN code number, contact number, which should be a valid mobile number, to complete the enrolment formalities. The Member should note that the contact number so provided, will be the registered mobile number of the Member and all future transactions of accumulation of points will be on the basis of the registered mobile number. The Member confirms that by enrolling for the Program, it is construed that each Member has read and understood the terms and conditions and has accepted and agreed to unconditionally abide by the same.
4. The Member (represents and warrants that he/she) :-
 - Has attained 18 years of age;
 - Is not suffering from any legal disability which disentitles the Member from participating in the Program
 - The details provided at the time of enrolment are true and correct
5. The Member shall be entitled to redeem the points accumulated by them at the said outlets against purchase of products.
6. The Reward Points are non-transferrable and non-exchangeable. For the purpose of clarity, no cash or cash equivalent or alternative option shall be given to the Member in lieu of the Reward Points accumulated on the registered mobile number of the Member.
7. The Reward Points can be accumulated for a period of 2 (two) years from the date of accrual and may be subject to redemption or expiry at regular intervals as may be notified by the Company from time to time.
8. The Member agrees to co-operate with and participate in any advertising or publicity activities arranged by the Company relating to the Program and agrees that the Company may publicise the name and/or photograph of each Member in such mode and manner as the Company thinks fit. Member(s) agrees that the footage of any nature with regard to the Member(s) shall vest with Company, including but not limited to all intellectual property rights and any other rights for worldwide and in perpetuity.
9. The Member expressly and irrevocably permits and authorises the Company to reveal and divulge information provided by them at the time of enrolment.
10. The Company's decision on all matters relating to the Program and the accumulated Reward Points announced or decisions taken thereunder shall be final and will be binding on all Members. No correspondence shall be entertained regarding the same.
11. The Company's liability to a Member is limited to the extent of Reward Points available in the member's account as per the records of the Company. The Company's records shall be conclusive evidence of the Member's account.
12. In case of any inconsistency between these terms and conditions in any advertising, marketing or Program material, these terms and conditions will prevail.

13. Company reserves their right to amend or vary these terms and conditions or terminate this Program solely at their discretion. The Company may at its sole discretion substitute or replace any accumulated Reward Points.

14. The Company shall not be liable for any loss or damage arising in connection with the Program or the accumulated Reward Points, including any act or omission relating to any person's participation in the Program, howsoever caused.

15. Non-conformance by the Member(s) to any and all the Terms and Conditions herein or as revised by the Company in India from time to time shall invalidate the Member(s) without notice thereof. The decision of Company in this regard shall be final and binding upon the Member(s).

16. The Member(s) agrees that if due to any reason, whatsoever, beyond the control of Company the accumulated Reward Points and/or anything in connection to the accumulated Reward Points become ineffective or invalid, the Company cannot be held responsible and/or liable for the same.

17. The Member(s) and/or the Member(s) shall not in any circumstances make any claims against the Company, their directors, employees, agents and contractors for any reason arising out of or relating to any and all costs, injuries, losses or damages of any kind, including, without limitation due to any technical faults (directly or indirectly), to the Member(s) and/or the Member(s) participation or non-participation in the Program or any related activity.

18. The Company shall not be deemed to be in breach of any applicable law, rules and regulation in India including but not limited to the Do Not Disturb guidelines.

19. These terms and conditions shall be governed by the laws in India.

20. In case of any dispute or other matter arising in reference to the Program and/or the accumulated Reward

Points, the Courts having jurisdiction to adjudicate the same shall exclusively be the courts at Mumbai, India.

21. The Company Rewards Program benefits can be clubbed with other offers subject to the terms and conditions of these offers which will be decided on the sole discretion of the Company.

MEMBERSHIP

1. Upon enrolment, customers agree to receive communication from Raymond Rewards Program about their transactions and/or any promotions from any of the brands under the purview of Raymond Rewards Program. All special offers, updates and account activity details will be communicated to the Member through SMS (on the registered mobile number), direct mail and/or email and/or any other digital medium. The Company shall not be responsible in any manner for any loss, delay, incorrect or incomplete communication.

2. Members are requested to update any change in their address and profile from time to time. Information can be updated by logging on to www.raymondrewards.com or by calling our toll-free number at 1800221001 or at our outlets.

3. The members can view their profile information and purchase history by logging on to www.raymondrewards.com using their registered mobile number.

ISSUANCE

From the date of enrolment, the Member will be entitled Reward Points as per their entitlement as per tier.

1. The Company reserves the right to change the conversion rate at their sole discretion. During each purchase transaction at the said outlets, the Member shall inform the store personnel of their registered mobile number, so that the Reward Points can be generated and accumulated. In case of exchange, the points issued will remain as is. If the purchase is of a higher value, points will be credited for the balance amount as per the member's tier.

2. Most of said outlets are online and purchases from these outlets will be done within 48 hours of purchase. However, in case of outlets which are not online, the credit of Reward Points may take some immediately. The credit of Reward Points against purchases will be updated whenever the outlet is rendered online. As on date, most of the outlets are online, however, if the Member purchases from an outlet which is not online, there is a likelihood of delay in credit of Reward Points. The Company shall not be responsible for any delay in the crediting of the Reward Points to the Member's account.

3. The Member will earn Reward Points on net bill value (after discount and point redemption but before tax); the Member will earn points on products purchased using cash, debit card, credit card or The Company Gift Vouchers ("RGV").

4. The Reward Points will be valid for a period of 2 (two) years from the date of issuance. After the validity period, the Reward Points will lapse.

TIER

Anyone who makes purchases at Exclusive Brand Outlets or Company or Franchise store of ColorPlus/Park Avenue/Parx/The Raymond Shop (COCO & FOFO)/MTM & RTW, is eligible to get enrolled as a Raymond Rewards Program Member. No membership fee will be levied on purchases of Rs.5,000 and above. For purchases below Rs.5,000, a customer can enrol as a Raymond Rewards Member by paying a member fee of Rs.300 inclusive of GST. Against such enrolment, the Customer will be issued a Voucher worth Rs.300 with a redemption date of 90 days from the date of voucher generation.

1. There are 3 slabs of membership status based on the single purchase for entry.

- Prestige – Single invoice first purchase for Rs.1 to Rs.14,999
- Privilege – Single invoice first purchase for Rs.15,000 to Rs.29,999
- Signature – Single invoice first purchase for Rs.30,000 and above

2. One will earn points based on purchases made, de-

pending on the member tier, as per the following table:

- Prestige - 1 point for every Rs.100 spent
 - Privilege - 2 points for every Rs.100 spent
 - Signature - 4 points for every Rs.100 spent
- 1 point=Re. 0.75 when redeemed

REDEMPTION

1. Subject to clause 2 herein below, the Member has to declare at the time of billing that he/she intends to redeem the Reward Points against the purchase so that the store personnel can initiate necessary process to redeem the points. It is clarified that the said Program is available only at the said Outlets and is not available or valid at any other third party Multi-Brand Retails Stores and may not be available during End of Season Sale (EOSS). The Company reserves its rights to add, amend, delete the list of Outlets where the Reward Points can be redeemed. It is clarified that for each purchase transaction, the Member can redeem Reward Points accumulated against one registered mobile number only except in the case of pool members.

2. The maximum points that the Member shall be entitled to redeem in each transaction is as follows :-

	Format	Maximum Redeemable Points
1	The Raymond Shop	10000
2	ColorPlus	10000
3	Park Avenue	5000
4	Parx	5000
5	Raymond Ready To Wear	5000
6	Raymond Made to Measure	10000

3. On receiving the request from the Member, the store personnel will initiate steps to redeem the points, which include sending a 'One Time Password' to the registered mobile number of the Member. The Member shall ensure that they shall provide the allotted 'One Time Password' to the store personnel to enable them to complete the redemption formalities. Please note that the store personnel will not be able to complete the redemption formalities without the 'One Time Password'.

4. The Company or their personnel shall not be respon-

sible for any loss caused to the Member due to the unavailability of the registered mobile number with the Member or their inability to provide the One Time Password to the store personnel.

5. The Company reserves the right to refuse to award points or redeem accumulated points, for any breach of these conditions or failure to pay for purchases.

6. The Company's Rewards Program membership will be issued solely at the discretion of the management and the final decision on all matters relating to the membership shall rest with the Company.

7. In the event of a dispute between member and the Company, with regards to or in relation to the Company's Rewards Program, the decision of the Company shall be deemed final.

8. As a pre-condition to becoming a member, a customer will be required to provide necessary information including valid and active mobile number and adhere to such terms and conditions as may be prescribed for membership from time to time. The Company Rewards Program membership will be issued solely at the discretion of the management and the final discretion on all matters relating to the membership shall rest with the group companies of the Raymond Group.

9. The Company reserves the right to change, cancel and modify the terms and conditions, reward structure relating to the Program or the Reward Points or any terms and conditions including discontinuation of the Program itself.

10. The Company will not be held responsible if any of the participating brands withdraw from the Program.

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OFFERS/PROMOS/BENEFITS

1. Birthday and Anniversary Reward Points are special occasion points which are issued and valid during the Member's Birthday/Anniversary month respectively, as per records available with the Company. Members will be informed by SMS when the points are issued.

Only customers who have shopped with us at least once during the last 2 years will be eligible to receive these reward points.

2. Accessories and Personal Care - 2x points: Members earn 2x points on Accessories & Personal Care. Products purchased by the Member. 2x points will be calculated on the total eligible SKU value. These points will also be valid for a period of 2 years from the date of issue.

3. 1000 bonus points on wardrobe completion: When a Member shops for any 5 of the following 8 categories in a Calendar year, the member will be issued 1000 bonus points. These points will also be valid for 2 years from the date of issue.

The categories are:

- Ready-made Suits & Jackets
- Suiting Fabric
- Ready-made Shirts
- Shirting Fabric
- Ready-made T-Shirts
- Accessories
- Ready-made Trousers
- Denims

Points validity: 2 months

4. Cross format shopping points: A customer who has enrolled as a Member due to his entitlement shopping from a particular format, will earn 200 bonus points for every subsequent purchase at a different format. The points will be earned only for the first purchase at each format. The formats are as mentioned in Section 1(1). Points validity: 2 years

5. Milestone based 750 points on moving to Signature tier: When a Member upgrades to Signature tier, they will be issued 750 bonus points. These bonus points shall be valid for 2 months from date of issue.

6. Know Me More points are 100 bonus points issued to Members who update mandatory data i.e. email ID, date of birth, full postal address and gender for the first time. These points are earned irrespective of how the member updates the details. The details may be updated on the portal by customers themselves, at our stores

or by calling our toll-free number at 1800221001. These points will be valid for a period of 2 years from date of issue.

7. Welcome Friends Voucher which can be gifted to member's friends or family for their first purchase. On successful redemption of the referral voucher by the referee, the referrer will also be awarded 500 points.

8. The referee has to be a non-member. Members will be the sole owners of the bonus/offer/birthday/anniversary points and cannot be part of the group pool.

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POOLING

1. The Raymond Rewards - Friends and Family allow a member to pool their account with up to 4 friends or family, thereby, increasing the pool of points that can be redeemed. Friends and family account can have maximum of 5 members in a group. Only rewards such as spends points/Know Me More points/complete grooming/referral points can be redeemed from an individual's kitty in a group.

2. During redemption of Friends and Family Pool points by any of the group members, first the individual point balance is redeemed followed by the group point balance on a FIFO method. The Company will follow the same procedure for redemption for these points and the SMS for OTP will be sent to the group member redeeming the points. The other Members of the pool shall have no claim against the Company for any redemption of pool points under any circumstances whatsoever.

3. Members can add up to 4 members in the 'The Company Friend and Family Pool', however, members can only remove themselves from the group.

4. If a member exits the 'The Raymond Rewards - Friends and Family' pool, the pool points get reduced by the number of points that the individual member holds.

5. The pool Members can also decide to opt out of the Raymond Rewards – Friends and Family Pool and on doing so, the points accumulation by each individual Mem-

ber of the pool will be credited to their individual account.

6. The above offers/Programs and any/all other benefits and ad hoc Programs are also subject to the right to change, cancel and modify the terms and conditions, reward structure relating to the said Program including discontinuation of the Program itself.

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OTHER

1. The Company will maintain and update in electronic form the data that is provided by members at the time of enrolment or through subsequent contact. The Company reserves the right to share this data with agencies or organisations for the provision of member services, facilities and benefits. However, this data will only be used for loyalty program, marketing, alliance with related partners and analysis purposes and will not be shared with third parties for any usage that is not sanctioned by the Company.

2. Some facilities and benefits offered to Members of the Program may be provided by the organisations that the Company has made arrangements with, but over which it has no control. The Company does not guarantee or warrant that such benefits and facilities will be available. Nor will it be liable for any loss or damage arising from the provision or non-provision, whether in whole or in part, of any such benefits or facilities. However, in the event of any problems faced in availing of such benefits or facilities, members are requested to contact The Company Ltd. for grievance redressal.

3. The Program is only for individual use and not for corporate, bulk or institutional purchases.

4. The Company reserves the right to withdraw any or all of the membership issued by them.

5. This membership is valid only in India; any customer of the company showrooms outside India is not part of the Loyalty Program. Citizen of other countries may become a member of the Program but membership benefits and rules will be applicable as per the defined Rewards Program rule in India. ■