

B/S/H/

'Har Din Muhurat' 2021 | Festive Campaign Offer Document – Bosch

I. Cashback offer – Credit Card and Debit Card

1. Up to **15% Cashback** offer for retail outlets (except Brand Exclusive Stores) is valid on freestanding Bosch appliances (Washing Machine, Dryers, Washer dryers, Refrigerators and Dishwashers)
2. Offer dates: 8th August 2021, to 22nd August, 2021
Extended offer date: **1st October- 17th October, 2021**
Extended offer date: **27th October – 7th November 2021**
3. Minimum transaction value to avail this offer is Rs. 15,000; Maximum cashback up to Rs.10,000 all India on Pinelabs, Innoviti and PayTM Terminals only

4. Cashback will reflect after 90 days

5. EMI Tenure: 3 months, 6 months & 9 months on all channels, except e-commerce.
6. The offer is applicable as follows –

Banks	Applicable on
HDFC	Debit and Credit Card
ICICI	Credit Card
SBI	Credit Card
Kotak	Debit and Credit Card
Axis	Credit Card
Amex	Credit Card
BOB	Credit Card
Federal	Debit Card

7. The Cashback offer is available on selected dates, towns, outlets & models only.
8. EMI transaction with Velocity 1 time per card and offer is valid if transaction is done under Brand EMI option and cashback offer is printed on charge slip.
9. Apart from this there will No Cost EMI on all models for mentioned period on leading banks Credit cards and Debit Cards for 3 & 6 months tenure.

II. Rupay Voucher (reward card): Rs.3000/ Rs.1500

1. Rupay voucher with additional cashback on select models with two slabs Rs.3000 and Rs.1500. Offer slab is based on value of the product. (Check annexure 1 for further details)
2. Offer dates: 9th August, 2021 to 31st August, 2021.
Extended offer dates: 1st September-30th September, 2021
Extended offer dates: **1st October, 2021 to 7th November, 2021**
3. This offer is valid on **freestanding Bosch appliances** (Washing Machine, Dryers, Washer dryers, Refrigerators). Offer not applicable on any other category
4. The offer is available on selected dates, towns, outlets only
5. Offer is not applicable for products purchased on ecommerce or online platforms
6. Offer redemption process is mentioned below.

Pine Perks Cashback offer – Registration and Redemption process.

BSH RUPAY VOUCHER PROCESS DOCUMENT

Step 1: Post Product Purchase

Post purchase of the machine, customer will send a SMS in a pre- defined format to receive the Unique registration code and link to register.

SMS Format: BSH REWARDS to 8367283672

Post validation on SMS, customer will receive the registration code and link via SMS within 30 mins



Customer sends message to Agency from this mobile no

Step 2: Registration Phase & Validation

Registration code gets validated on the portal post which customer can enter their details **within 30days** of invoicing- Cust. Name, Mobile no, product purchased Invoice no, Date of invoice & upload an invoice copy.

On validation of registration form within 4 days, customer receives a notification stating the registration is successful and will receive the link via SMS to update the **18-digit Product serial No**



Agency sends a confirmation message followed by the Registration Link to the Customer on his mobile no which will be valid for next 30days

Step 3: Post Installation

Post installation of the machine, customer will have to update the **Serial No** using the same link received on submission of Reg. Form

*Qwiksilver team to validate the details and confirm within 2-3 working days.

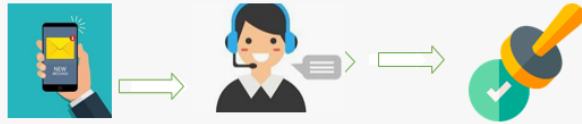


Post Installation, Customer will update the 18-Digit Serial Number on the same link from his registered mobile no only.

Step 4: Final Validation Phase

On Validation of the details provided by the customer, Qwikilver team shall check and approve/ reject the registration request as per the process criteria and guidelines.

On approval, the eligible Customers will get the reward claim link through SMS valid for 12 days to make the first claim. Other Ineligible requests shall be rejected and it will be communicated via SMS to the sender.



Agency will validate the 18-Digit Serial Number and share the reward link to the customer for redemption of INR 500 for first month. Customer should claim the first reward within 12 days before the link expires.

Step 5: Claim Process

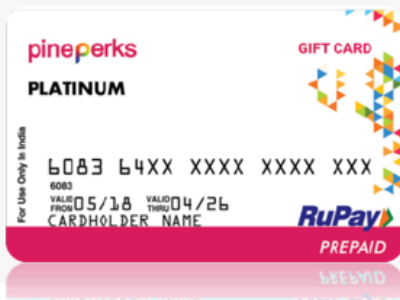
Customer clicks on the link, logs in using their registered mobile number and OTP, selects the Rupay Card, views the monthly eligible reward value and claims within the agreed period from the Reward Wallet. Reward can be claimed for the first month on any date of the month.

To claim the Reward amount for every consecutive month after the first claim:

1. Customer clicks on the same reward link and login using registered mobile no.
2. Selects RuPay digital card and enters the same code to claim the reward between 11th-22nd of every consecutive month from the reg. mobile number only
3. Customer can have access to Rupay Digital card for the next 3 to 5 consecutive months as per the eligibility criteria by using the same claim link to add the reward amount.



Features & Highlights



- ❖ Customers gets a RuPay digital card on their registered mobile via a link
 - ❖ Value of Rs. 500 x 6 months = Rs.3000
- OR**
- ❖ Value of Rs. 500 x 3 months = Rs.1500 as per the customer eligibility.
 - ❖ Each month Rs. 500 will get credited only after executing the claim process
 - ❖ Reward Claim dates of INR 500/- between 11th – 22nd of every month

Important Pointers to remember:

- 1) **Customers who miss the registration window within 30 days from the date of invoice** will miss the entire offer. Such cases shall not be entertained under any circumstances
- 2) **If the offer is not claimed within 11th-22nd dates for any particular month**, it gets forfeited for that month.
- 3) Customer to upload/ submit printed invoice with GST details to avail the Cashback. BSH/ Qwiksilver team shall be entitled to **reject any handwritten, unclear and illegible invoices** submitted during the registration process.
- 4) **The card and its monetary value is valid for 24months** from the day customer links his/her mobile number.
- 5) **Mobile number used for registration should match the mobile number mentioned in the invoice.**
Each mobile number shall be eligible to claim the Cashback only once during the campaign period.
- 6) In the event, any discrepancy is found, in any of the information provided by the customer, for example, information in any of the Invoice provided does not match with the adjoining documents, serial number/Mobile number mismatch, tampering of any document or detail; **such discrepancy shall lead to the rejection** of the documents and registration

Mobile number used for registration should match the mobile number mentioned in the invoice

Query Resolution/ Escalation Management

- Qwiksilver will offer a helpdesk support for this program.
- Helpdesk will be operational Monday to Saturday from 10am to 6pm
- Qwiksilver will assign a Program Manager as single point of contact.
- Customers/ BSH team can reach out to the Program Manager for any assistance/ escalation

In case of any query related to program - Registration, Reward claim, Card acceptance or any other specific level of escalations, the Customer/BSH Colleagues can connect at-

For Customer queries- boschsupportqueries@woohoo.in

For Customer Escalations- boschescalations@woohoo.in

Agency shall arrange for the solution or the call back to specific customer requirements based on defined turn-around-time.

III. Additional Warranty Coverage (AWC)

1. Valid 3-year additional warranty on purchase of freestanding Bosch appliances

Appliance invoice price slab :	Appliance invoice price slab :	This year festive price proposal for 3 years plan
start	end	
1	10000	399
10001	20000	999
20001	35000	1699
35001	50000	2299
50001	75000	2999
75001	150000	4999

Prices mentioned above are inclusive of taxes.

2. Offer dates: **5th August, 2021 to 30th November, 2021**
3. Prices mentioned above are inclusive of taxes.
4. The Additional Warranty Coverage (AWC) price is payable by the customer in advance. The mode of payment shall be digital. CASH SHOULD NEVER BE PAID TO ANYONE.
5. AWC buying will be available for new customers and existing customers (for Bosch appliances within the standard manufacturing warranty period)
6. To avail this offer, check with your service technician during the installation or visit <https://www.bosch-home.in/service/extended-warranty> for more information.
7. The offer is not applicable at organized retail stores like Vijay Sales, Croma, Reliance Digital and Metro.

IV. TrueMixx Mixer Grinder Offer Details

1. Get flat Rs.1500/- off on MRP on TrueMixx Mixer Grinders
2. This offer is applicable in across India
3. This offer is valid from 5th August, 2021 to 15th November, 2021
4. Offer is not applicable for products purchased on ecommerce or online platforms
5. Offer valid on select models mentioned above

V. Special Combo Offer

1. Free TrueMixx Joy Mixer Grinder on selected Front Load washing machines
2. Offer dates: **10th September to 15th November 2021**. (see **Annexure 2** for model numbers and select combinations)
3. To avail the Bosch Home India Super Combo Offer ("Offer"), the user has to log on the Bosch Home India website and submit the lead form through the available page. This offer can also be availed by visiting our official Trade Partner Stores.
4. If you do not wish to be contacted by BSHG or its representative for advertising or marketing purposes, you can, at any point of time shall write to us at service.in@bosch-home.com, to withdraw your consent.

VI. Bosch Washing Machine + Dryer combo offer: 50% off on dryer

1. Offer dates: 1st August- 31st August, 2021
Extended offer dates: **1st October – 31st October 2021**
2. Offer valid on select freestanding models of Bosch Washing Machine and Dryer Combination. (see **Annexure 3** for model numbers and select combinations)
3. The products are available without the offer as well

VII. EMI Schemes – Paper Finance

1. 8/0, 12/4 and 10/2 EMI tenures are available.
2. Offer dates:
8/0 - 8th August, 2021 to 22nd August, 2021; 12/4 and 10/2
Extended offer dates: **1st October-31st October 2021**
3. EMI schemes are available on all **freestanding** Bosch appliances (Washing Machine, Dryer, Washer dryer, Refrigerator and Dishwasher)
4. EMI schemes are at the sole discretion of Bajaj Finserv, IDFC First Bank Limited, HDB Financial Services, HDFC Bank, Tata Capital Financial Services, TVS credit services, Kotak Mahindra Bank
5. Paper finance EMI cannot be clubbed with credit card purchase and cashback offer. This offer can be availed with the Rupay additional voucher.

VII. 100 % Buy Back Offer on Dishwashers – Bosch

1. This offer is valid on purchase of Bosch Dishwashers made during 1st July, 2021 to 31st December, 2021 (both dates included).
2. To avail this offer, the customer needs to buy the Bosch Dishwasher with this offer from the Authorized Dealer (“the Dealer”) in India and the installation and service shall be done by the BSH Household Appliances Manufacturing Pvt. Ltd. (“the Company”)
3. In case a customer is not satisfied with the Dishwasher, customer shall call the Company’s Bosch Customer Care no. 1800 266 1880 within 15 days of the date of installation of the appliance from the registered mobile number.
4. If the customer does not call for return within the said 15 days, it will be considered that the customer has accepted the product. The date of installation will be included while counting 15 days.
5. The customer can return the dishwasher provided there is no damage to the product and it is well maintained and used according to the usage prescribed in ‘**Bosch Operating Instruction Manual**’ provided along with the DW. Upon calling Customer Care, the Company’s customer service representative shall come for the inspection of the dishwasher. If it is in a proper working condition and well maintained, the dishwasher will be accepted by the Company and the process for the return and refund will be initiated. If it is in a damaged condition, the Company will not accept the dishwasher and MBO will be void. The Company’s decision accepting or rejecting the return shall be final and binding.

General Terms:

1. BSH Household Appliances Manufacturing Private Limited is a Company incorporated under the Companies Act, 1956, with Corporate Identity Number U29253MH2011218407, having its registered office at 2nd Floor, Arena House, Main Building, Plot No. 103, Road No. 12, MIDC, Andheri East, Mumbai - 400 093 (“Company/ BSH”).
2. Any person above 18 years of age and a resident of India can avail the above offers by purchasing the machine from any dealer, distributor etc. authorized to sell Bosch branded products. This offer is not applicable on purchases from e-commerce websites.
3. This Offer applies only on purchase of new appliances.
4. The Company shall not be responsible in case of any conflicts/ disputes arising between the customers and trade partners for booking/ cancellation/ refund etc. of whatsoever nature.
5. Any disputes with respect to the above-mentioned offers shall be subject to the sole jurisdiction of courts in Mumbai, India.

6. BSHG shall not be liable for any failure to comply with its obligations caused by COVID-19/Pandemic conditions, weather conditions, fire, flood, strike, hurricane, industrial dispute, war, hostilities, terrorist attack, political unrest, riots, civil commotion, inevitable accidents, acts of God or any other circumstances amounting to Force Majeure.
7. BSH is not liable if the participant is unable to comprehend the offer. All offer dates and processes are final and BSH will not be liable to make good for any offer which the participant has exceeded the date of claims.

Annexure 1:

Rupay Reward voucher (Rs. 3000/ Rs. 1500)

Product	Capacity Segment (Kg)	Reward Type
Front Load Washing Machines	6/6.5/7	INR 1500 (500*3)
	7.5/8/9 /10	INR 3000 (500*6)
Washer Dryer	All capacities	INR 3000 (500*6)
Dryer	All capacities	INR 3000 (500*6)
Top Load Washing Machines	6.5	INR 1500 (500*3)
	7/7.5/8/8.5/10/12	INR 3000 (500*6)
Refrigerators	All capacities	INR 3000 (500*6)
Dishwashers	All capacities	Not Applicable

Annexure 2:

Free TrueMixx Joy Mixer Grinder on selected Front Load washing machines

Capacity	Scheme Code	WM	MG
9kg	B1Z0006309	WGA244AWIN	MGM2133RIN
9kg	B1Z0006310	WGA244ASIN	MGM2133RIN
9kg	B1Z0006331	WAU28Q9SIN	MGM2133RIN
10kg	B1Z0006283	WGA254A0IN	MGM6644WIN
10kg	B1Z0006284	WGA254AVIN	MGM6644WIN

Annexure 3:

50% off on Dryer Combo

WM	HSN Code	Combo Code	Kg	Color	MRP	Offer Price
WAJ2426WIN	84501100	B1Z0006216	7	White	42690	42690
WTN86203IN	84512100		7	White	45890	22945
						65635
WAJ2446SIN	84501100	B1Z0006217	7	Platinum Silver	46190	46190
WTG86409IN	84512100		7	Silver	51290	25645
						71835
WAJ2846WIN	84501100	B1Z0006218	8	White	50190	50190
WTB86202IN	84512100		8	White	52890	26445
						76635
WAJ2846SIN	84501100	B1Z0006219	8	Silver	52090	52090
WTG8640SIN	84512100		8	Inox	58290	29145
						81235