



ओरियन्टल बैंक ऑफ़ कॉमर्स Oriental Bank of Commerce

Grofers Campaign – Terms & Conditions

Campaign Construct:

Offer At	Discount	Min Txn Value	Campaign Period
www.grofers.com and Grofers Mobile App	5% (Max INR 150)	INR 1,500	12th August to 31st December 2019

Cards Eligible for receiving discount:

- All RuPay Cards

Terms and Conditions:

Offer Overview:

1. 5% instant Discount maximum up to Rs. 150/- on a minimum purchase of Rs. 1500/- at www.grofers.com and Grofers Mobile App.
2. Offer is applicable on one eligible transaction per card only during the offer period
3. Offer can be availed using promo code - RUPAY5 and making the full payment using RuPay cards
4. Offer is valid from 12th August to 31st Dec' 2019 [both days included]
5. Discount will be calculated on the net paid amount by the customer using RuPay cards

How to avail the offer:

1. Log on to www.grofers.com or mobile app & select your products.
2. Enter the promo code RUPAY5 and make payment in full using RuPay Cards to pay discounted amount.

Terms & Conditions:

1. This Offer is made from RuPay under an arrangement with Grofers India Private Limited ("Grofers").
2. Under this offer, customer can avail 5% instant discount up to maximum of Rs. 150/- on minimum transaction value of Rs. 1500/- on online purchases made using RuPay Cards and using promo code – RUPAY5 on www.grofers.com and Grofers App during the offer period.
3. Offer is applicable on one eligible transaction per card only during the offer period
4. Offer is valid from 12th August to 31st December, 2019 [both days included]



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5. Discount is not applicable for Cash on delivery transactions.
6. In case a customer is using his or her RuPay cards through a wallet service, this discount offer would not be applicable.
7. Discount will be calculated on the net paid amount by the customer using RuPay cards
8. Nothing expressed or implied in the Offer shall in any way waive or amend any of the terms and conditions of the existing Card member agreement with the Card issuer.
9. Participation in this Offer is voluntary.
10. The Offer is non-transferable, non-encashable and non-negotiable.
11. RuPay and Grofers, reserve the right to disqualify any Customer 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 Offer or otherwise by use of the Card.
12. RuPay and Grofers reserve the right, at any time without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary all of these terms and conditions 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.
13. The offer is provided to RuPay cardholder/s by the merchant. NPCI is only communicating this offer on behalf of the merchant. The offer is subject to the Terms and Conditions as prescribed by the merchant .
14. Offer shall be made available only if the RuPay cardholder makes full payment by using a valid & eligible RuPay card.
15. Offer shall not be made available in case of any void transaction.
16. NPCI shall not be held liable and be made responsible in any manner for :
 - a. Non-availability of the offers provided by merchant.
 - b. Non-acceptance of RuPay cards at merchant outlet.
 - c. Any delay or loss that may be caused in delivery of the goods and services or the assured gifts, freebies / prizes.
17. NPCI does not guarantee and make any representation about the usefulness, worthiness of the offer provided by merchant.
18. Any disputes related to the offer(s) shall be taken up directly with the merchant and with no direct and indirect reference to NPCI and/or any liability of nature on NPCI.
19. The existence of a dispute, if any, regarding the offer shall not constitute a claim against NPCI and shall be addressed directly to the merchant.
20. NPCI holds out no warranty or makes no representation about the quality, delivery or otherwise of the offer(s) offered by merchant. Any dispute or claim regarding the offer(s) by RuPay cardholder/s must be resolved with the merchant directly without any reference to NPCI.
21. NPCI reserves the right to disqualify the alliance partner/s or cardholder/s from the benefits of the program if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the program or otherwise by use of the card.
22. NPCI shall not be liable for any loss or damage that may be suffered, or for any nature whatsoever that may be suffered as a result of the offer.
23. In the event of expiry of RuPay card, the same cannot be used for the purposes of claiming any offer(s).



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24. NPCI cannot be held liable for any act and omission attributable to force majeure events.

Contact Details for customer support:

1. In case of any grievances related to your purchase, please raise a query through the Grofers "Customer Support" chat option
2. In case your grievance is still not resolved, please contact on: 18002088888 or info@grofers.com

All the NPCI & Grofers standard terms and conditions applicable