

## ‘Har Din Muhurat’ 2021 | Festive Campaign Offer Document: Siemens

### Offer Details

#### **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 Siemens appliances (Washing Machine, Dryers, Washer dryers, Refrigerators and Dishwashers)
2. Up to **14% Cashback** offer for Brand Exclusive Stores is valid on freestanding Siemens appliances (Washing Machine, Dryers, Washer dryers, Refrigerator and Dishwasher)

Offer dates: 8<sup>th</sup> August 2021, to 22<sup>nd</sup> August, 2021

Extended offer dates: **6<sup>th</sup> September- 17<sup>th</sup> October, 2021**

3. Minimum transaction value to avail this offer is Rs. 15,000; Maximum cashback up to Rs.6000 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 on leading HDFC Bank, ICICI Bank and Kotak Bank credit cards and debit cards
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: 9<sup>th</sup> August, 2021 to 31<sup>st</sup> August, 2021. Further dates will be announced  
Extended offer dates: **1<sup>st</sup> September-30<sup>th</sup> September, 2021**

3. This offer is valid on **freestanding Siemens appliances** (Washing Machine, Dryers, Washer dryers, Refrigerators). Offer not applicable on dishwashers
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.

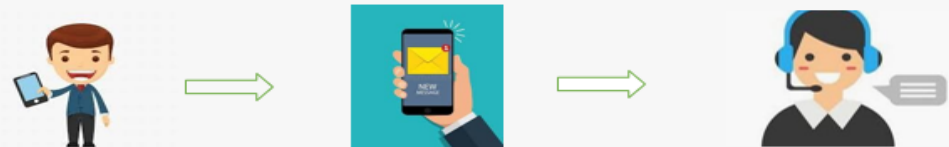
## BSH RUPAY VOUCHER PROCESS DOCUMENT

### 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**

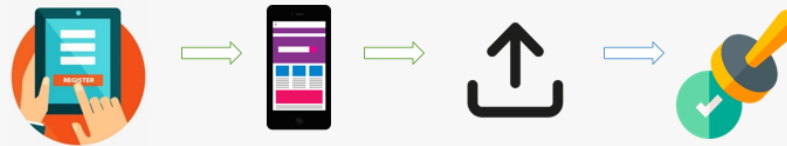


**Customer sends message to Agency from this mobile no**

### 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.**

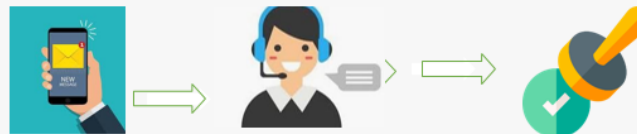


Post Installation, **Customer will update the 18-Digit Serial Number** on the **same link** from his registered mobile no only.

### Step 4: Final Validation Phase

On Validation of the details provided by the customer, Qwiksilver 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-22<sup>nd</sup> 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 11<sup>th</sup> – 22<sup>nd</sup> 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 11<sup>th</sup>-22<sup>nd</sup> 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 etc, customer can contact@BSHsupport@woohoo.in**

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

### III. Additional Warranty Coverage (AWC)

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

Appliance invoice price slab : start	Appliance invoice price slab : end	This year festive price proposal for 3 years plan
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.

- Offer dates: 5<sup>th</sup> August, 2021 to 30<sup>th</sup> November, 2021
- Prices mentioned above are inclusive of taxes.
- 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.
- AWC buying will be available for new customers and existing customers (for Siemens appliances within the standard manufacturing warranty period)
- To avail this offer, check with your service technician during the installation
- The offer is not applicable at organized retail stores like Vijay Sales, Croma, Reliance Digital and Metro.

#### IV. Siemens Washing Machine + Dryer combo offer: 50% off on dryer

- Offer dates: 1<sup>st</sup> August- 31<sup>st</sup> August, 2021  
Extended offer date: : **3<sup>rd</sup> September- 14<sup>th</sup> September, 2021**
- Offer valid on select freestanding models of Siemens Washing Machine and Dryer Combination. (see **Annexure 3** for model numbers and select combinations)
- The products are available without the offer as well

#### VII. EMI Schemes – Paper Finance

- 8/0, 12/4 and 10/2 EMI tenures are available.
- Offer dates:  
8/0 - 8<sup>th</sup> August, 2021 to 22<sup>nd</sup> August, 2021;  
12/4 and 10/2: 1<sup>st</sup> August, 2021 to 31<sup>st</sup> August 2021

Extended offer dates: **8/0- 5th Sep to 26th Sep, 12/4 and 10/2: 1<sup>st</sup> September- 30<sup>th</sup> September**

3. EMI schemes are available on all **freestanding** Siemens 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.

## **V. 100 % Buy Back Offer on Dishwashers – Siemens**

1. This offer is valid only on Siemens Dishwashers Pan India.
2. This offer is valid on purchase of Siemens DW made during 1st July, 2021 to 31st December, 2021 (both dates included)..
3. To avail this offer, the customer needs to buy the Siemens DW 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”)
4. In case a customer is not satisfied with the DW, customer shall call the Company’s Siemens Customer Care no. 1800 209 1850 within 15 days of the date of installation of the DW from the registered mobile number for returning the Dishwasher.
5. If the customer does not call for return within the said 15 days; it will be considered that the DW has been accepted by the customer. The date of installation will be included while counting 15 days.
6. The customer can return the Dishwasher provided there is no damage to the Dishwasher and it is well maintained and used according to the usage prescribed in ‘Siemens Operating Instruction Manual’ provided along with the Dishwasher. 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 Company will accept the Dishwasher 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 Siemens 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 exceed the date of claims.

### Annexure 3:

#### 50% off on Dryer Combo

Combo	Brand	WM	Combo Code	Kg	Color	MRP	Offer Price of Customer
<b>Combo 5</b>	Siemens	WM12J16WIN	S1Z0002601	7	White	42290	42290
	Siemens	WT46N203IN		7	White	44890	22445
							<b>64735</b>
<b>Combo 6</b>	Siemens	WM14J46SIN	S1Z0002602	8	Platinum Silver	53390	53390
	Siemens	WT46G402IN		8	Silver	54490	27245
							<b>80635</b>
<b>Combo 7</b>	Siemens	WM14J46WIN	S1Z0002611	8	White	50390	50390
	Siemens	WT44B202IN		8	White	51590	25795
							<b>76185</b>

### Annexure 4:

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

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



