



Flipkart

Frequently Asked Questions

What is the offer?

- 10% Instant Discount with HSBC Credit Card (incl. EMI transactions) on purchase of select products across all categories.
- Additional Instant Discount up to ₹500 with HSBC Credit Card (EMI transactions) on purchase of select products.

What is the offer duration?

- 19 March 2024 (00:00 Hours) to 25 March 2024 (23:59 Hours).

What other conditions should apply to avail the offer?

- **Categories** - All categories including Grocery & Travel.
- Maximum Offer Savings per Credit Card (Non-EMI & EMI Transactions): ₹2,000*
(* ₹2000 is inclusive of the ₹500 bonus offer discount for EMI transactions with product value above ₹29,900).

Detailed Offer Construct below:

- Grocery
 - Minimum Cart Value - ₹2,000
 - Maximum Discount - ₹200
- Fashion, Beauty, Home
 - Minimum Cart Value - ₹5,000
 - Maximum Discount - ₹500
- Rest of the categories
 - Minimum Cart Value - ₹10,000
 - Maximum Discount - ₹1,500
- Maximum Base Offer Discount per Card (Non-EMI & EMI Transactions): ₹1,500

Bonus Offer Details:

- Product Price: ₹29,990
- Additional Discount per Credit Card (EMI Transactions): ₹500.
- In the event the customer returns any/all products in the order placed during the Offer Period, thereby not maintaining the minimum purchase value, as required to avail the Offer, he/she shall not be eligible for the Offer. Accordingly, the amount availed as a discount under the Offer shall stand deducted from any refund(s) processed for the returned product(s).
- If an order is cancelled, the offer may take up to 24 hours to refresh for the customer to utilize it again.

How do I check if a product is an Eligible Product?

- This offer is applicable on purchase of select products.
- Offer will be listed on the product page, for all eligible products. Please check before making a purchase.
- In order to avail an offer on the Travel category, customers must enter the promo code "FLYNOW". The discount amount for travel bookings is calculated on the net payable amount minus the convenience fee.

Is the offer applicable on all HSBC Credit Cards?

- The offer is applicable to existing and new Resident Indian HSBC Credit Cardholders, excluding Corporate Cardholders (hereinafter referred to as 'Cardholders').
- Base Offer is applicable on Non-EMI and EMI transactions and Bonus Offer is applicable on EMI transactions on HSBC Credit cards.

Will I get the offer if I pay through Flipkart Gift Card partially?

- Yes, you can avail the offer and the offer will only apply on the amount paid through HSBC Credit Card against the eligible product(s). Also, this amount should be equal to or more than the minimum transaction value mentioned above.

Will I get the offer if I pay using an HSBC Credit Card via UPI?

- No, the offer will NOT apply on payments made from HSBC Credit Cards via UPI payment option.

How many times can this offer be applied?

- There is no limit on the number of transactions for the Base Offer. However, you can avail up to a maximum base offer discount of ₹1,500 per Credit Card during the offer period.
- Bonus offer discount of up to INR 500 is applicable only once per Credit Card during the offer period.
- Maximum discount per card is a cumulative savings across all platforms of Flipkart (Flipkart, Grocery and Travel).

Terms and Conditions:

1. This offer ("Offer") is co-sponsored by HSBC and Flipkart Advanz Private Limited ("Flipkart Advanz") on www.Flipkart.com, Flipkart mobile app and Flipkart mobile site (collectively referred to as "Platform"), which Platform is owned and operated by Flipkart Internet Private Limited (Flipkart, We or Our). It is open to all residents of India holding a valid and subsisting HSBC Credit Card ("Cardholder/You/Your" and "Card").
2. By participating in the Offer (defined below), Cardholder agrees to be bound by:
 - These terms and conditions ("T&C");
 - The Terms of Use, Privacy Policy and other relevant documentation including any modifications, alterations or updates thereof, that are published on the Platform; and all applicable terms and conditions of the HSBC.

Offer Details

- The Validity of the Program ("Term") is from 19 March 2024 (00:00 Hours) to 25 March 2024 (23:59 Hours), unless extended by Bank and Flipkart by mutual consent in writing.
- Under this offer, HSBC Credit Cardholders ('Cardholders') are eligible to get a 10% instant discount on purchase of select products during the Offer Term, for purchase made/effectuated using HSBC Credit cards ('Card').
- The discount will be applied to the Net Cart Value (NCV). NCV shall mean the total value of only the eligible product/s in the cart after all applicable discounts and exchange offer redemptions.
 - The minimum Net Cart Value (NCV) to avail the Base Offers is ₹2,000
 - The minimum Product Value for Bonus Offers is ₹29,990
- Offer Discount shall be applicable as follows:
 - Maximum Base Offer Discount of up to ₹1,500 per Credit Card on Non-EMI and EMI transactions can be availed in any number of transactions during the offer period
 - Maximum Bonus Offer Discount of up to ₹500 per Credit Card on EMI transactions can be availed once during the offer period.
- The offer is applicable at www.flipkart.com, m.flipkart.com & Flipkart mAPP (mobile Application).
- The offer is not applicable on Net Banking or UPI.
- Discount will be calculated on the net paid amount by the customer post any other discounts, exchange offer redemptions and refunds.

Detailed Terms and Conditions

1. All Credit Cardholders, excluding HSBC Corporate Credit Card.
2. This Offer is NOT applicable on transactions made through Internet Banking/ UPI payment option.
3. The Offer is not applicable for Card-on-delivery transactions.
4. In case of cancellation of your order, the transaction will not qualify for the Offer. If you cancel part of your order, you will qualify for the Offer only on the net amount you pay basis eligibility.
5. HSBC reserves the right to disqualify the Cardholder(s) from the benefits of the Offer, if any fraudulent activity is identified as being carried out for availing the benefits under the said Offer or otherwise by use of the Card.
6. Any person availing this Offer shall be deemed to have accepted these terms and conditions.
7. HSBC and Flipkart Advanz reserve the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary 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 altogether.
8. Delinquent and over-limit HSBC Credit Card members will not qualify for this Offer.
9. Cardholders are not bound in any way to participate in this Offer. Any participation is voluntary and the Offer is being made purely on a best effort basis.
10. Nothing herein amounts to a commitment by HSBC to conduct further, similar or other offers.
11. The above Offer is by way of a special offer for HSBC Credit Cards holders only and nothing contained herein shall prejudice or affect the terms and conditions of the card member agreement. The terms of the above schemes shall be in addition to and not in derogation of the terms contained in the card member agreement.
12. Any query regarding this offer will be entertained till 25 April 2024. Post such date, Flipkart Advanz will not entertain any correspondence or communication regarding this Program from any persons.
13. HSBC does not endorse any of the products or brands being offered under the Program and will not accept any liability pertaining to the quality, merchantability, fitness, delivery or after sales service of such products which shall be at the sole liability to sellers on the Platform.
14. All the existing offers, gifts, discounts etc. that are being offered can be availed by the Cardholders as part of this exclusive offer as mentioned in the communication.
15. Pictures of products shown in the communication sent to the customer either through mailers or advertised on the website, are representative only and may not bear a resemblance to the actual products. None of the parties shall under any circumstances be responsible towards the same.
16. Products offered under this program are subject to availability from the respective participating merchants/sellers on the Platform and accordingly, HSBC or Flipkart Advanz in no circumstances shall be liable for non-availability of any of the products.
17. Under no circumstance will the offer/discount being offered under this Program be settled with cash in lieu by HSBC or by Flipkart Advanz.
18. Returned transactions, disputed or unauthorized/fraudulent transactions will not be considered for the Offer.
19. HSBC will not entertain any correspondence regarding the validity or acceptability of any additional benefits offered by seller(s) on products/services made available by it and the same shall be at the sole risk and consequences of such seller(s) and without reference to HSBC.
20. Flipkart Advanz or the seller(s) shall not be liable for any failure by HSBC to honor the transaction and for any technical issues because of which the transaction made by the Cardholder was not successful.
21. By participating in this Offer you agree to be bound by these terms and conditions of the Offer, standard terms and conditions, terms of use, privacy policy (subject to change) of the Platform and the terms and conditions of respective seller shall be applicable on the Cardholder.
22. The Cardholder shall indemnify and hold Flipkart Advanz, HSBC and/ or seller(s) harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorneys fee) that may be suffered by Flipkart Advanz, HSBC and/ or seller as a consequence of (i) violation of these terms and conditions, of the terms of user agreement, privacy policy (subject to change) published on the Platform, by Cardholder; (ii) violation of applicable laws by Cardholder; and (iii) any action or inaction resulting in willful misconduct or negligence on the part of the Cardholder.
23. All government Levies like Goods and Service Tax, Sales Tax, TDS, any Local Tax, Octroi etc., shall be payable by the Cardholder as applicable at the time the respective Offer.
24. This Offer shall be subject to all applicable laws, rules and regulations which are in existence and which may be promulgated anytime by any statutory authority.
25. Any disputes arising out of the Offer shall be subject to arbitration by a sole arbitrator to be appointed by HSBC for this purpose. The proceedings of the arbitration shall be conducted as per the provisions of Arbitration and Conciliation Act, 1996. The place of arbitration shall be at Mumbai for HSBC and language of arbitration shall be English. The existence of a dispute, if any, shall not constitute a claim against HSBC.
26. All liability with respect to the products purchased lies with the respective sellers and neither Flipkart Advanz nor HSBC shall be in any way responsible for the same.
27. This Offer is valid only in India. The minimum age of such Cardholder shall be 18 years.
28. Further, as required by applicable law, in the event that the Cardholder makes a purchase of an amount equal to or above ₹2,00,000, the Cardholder will be required to upload a scanned copy of his/her PAN card on the Platform, within 4 days of making the purchase, failing which, the purchase made by the Cardholder will be cancelled. The requirement to submit the PAN card arises only once and if it has been submitted once by the Cardholder, it need not be submitted again. The order of the Cardholder will be cancelled if there is a discrepancy between the name of the Cardholder and the name on the PAN Card.
29. This document is an electronic record in terms of Information Technology Act, 2000, and the Rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.
30. In the event the Flipkart App is downloaded from Apple's App Store, note that Apple's App Store is only an app downloading platform and in no way, shape or form, Apple is responsible/involved for any contest/offer being run on the Flipkart App.