

## Terms and Conditions

**Campaign Dates:** From April 5, 2018 to June 28, 2018 (hereinafter referred to as “Offer Period”)

### **Details of the Offer:**

Citibank and One97 Communications Ltd. (“Paytm”) are launching offers (hereinafter referred to as “Offers”) for the above mentioned Offer Period. Details of the offer extended to all individuals holding valid Citibank Credit & Debits cards (hereinafter referred as “Card”) issued in India, except Citi Corporate Credit cards (hereinafter referred to “Customers”) (hereinafter “Offer”) are detailed herein below.

The below are the details of the offers.

### **Offer :**

- Offer is valid for domestic flight booking done on every Thursdays during the Offer Period.
- Domestic flight offer will be valid **on Paytm Website, Android & m-site and iOS App.**
- Offer is valid for a 20% cashback and a maximum cashback at INR 2000 on domestic flight bookings.
- The offer is valid on a minimum ticket value of INR 5000 excluding any ancillary purchased (meals, insurance etc.).
- The customer must enter the promo code ‘FLYCITI’ in the “Have a Promocode” field on the Paytm website/app.
- Customers using Citi Credit and Debit card only get INR 2000 cashback to card on Domestic Flight bookings made during the Offer Period.
- The Offer is valid only on the first eligible transaction per card per Thursday during the Offer Period.

### **Detailed Terms and Conditions**

1. The Offer is only valid on bookings made using Citibank Credit and Debit cards issued in India.
2. This Offer is NOT applicable on Citibank corporate credit cards.
3. Add-on cards will be treated as separate cards.
4. In the event of Citi Card being used to make a subsequent booking, it will be eligible for regular offer but not for the offer on Citi Cards.
5. Transactions completed during this Offer Period with the appropriate promo code will only be considered. The date of travel can be beyond the expiry date of the Offer.
6. The offer is not valid on payments made through Paytm Wallet, Paytm Bank Account.
7. **The cash back on Citi cards across offers on Flights will be provided in the Customer’s card account within 60 days from the date of transaction.** The time line provided for effecting credit is only indicative of expected period and may vary from the actual date of credit.
8. For all bookings, the cashback amount shall be credited to the same credit/debit card as was used for the purpose of making the booking, and will reflect in the monthly card statement/s.
9. This Offer is also valid on EMI transactions.
10. Citibank merchant EMI Terms & Conditions will be applicable on EMI transactions as mentioned at: <https://www.online.citibank.co.in/card-offers/pdfs/EMI-TC.pdf>
11. Cashback will be calculated on each Order ID and not on the number of transactions.

12. If the Customer does not receive the cashback amount, he/she can claim for the same within 4 months from the booking date. In the event the Customer fails to do so, he/she will not be eligible for the cashback amount.
13. Products and services are subject to availability.
14. For any card related claims/ issues, the customer shall approach Citibank. Paytm shall not entertain any such claims.
15. The Customer cannot club any other offers along with this Offer on the same Order ID. The Offer cannot be transferred/ assigned to any other person or Customer.
16. The Customer shall not be entitled to cashback in the event of cancellation of booking. If the Customer cancels the travel service purchase after the cashback amount is credited, Paytm will refund the purchase price after deducting the cashback amount and any other applicable cancellation charges/penalty. For example, if a Customer has paid INR. 10,000/- (price quoted by Paytm) for a travel service and a cashback of INR 1,000 has been credited to the Customer's account, the net amount paid by the Customer is INR. 9,000. Thus, if the Customer cancels the booking, Paytm will deduct the cancellation charge/penalty from INR. 9,000/- and the balance amount will be credited to the Customer's account.
17. In the event of rescheduling, the Customer shall bear the fare difference (regardless of whether the component is in the base fare or in tax + surcharge) and other applicable rescheduling fees.
18. User Agreement and Privacy Policy at Paytm website shall apply.
19. Customers, who are Travel Agents by occupation, are barred from making bookings for their customers and Paytm reserves the right to deny the Offer against such bookings and to cancel such bookings. For such cases, Paytm will not refund the booking amount.
20. Paytm will be entitled to reject any claim in case there is any abuse/misuse of the Offer by the Customer or the claim is not eligible under the offer.
21. Citibank and Paytm reserves 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 altogether.
22. In no event, the entire liability of Paytm to a Customer, entitled under the said Offer, for any dispute arising in connection with this Offer, shall exceed the cashback amount.
23. The T&Cs of this Offer shall be governed by the laws of India. Disputes, if any, shall be subject to the exclusive jurisdiction of the competent courts/tribunals in New Delhi only.
24. Any disputes regarding delivery, service, suitability, merchantability, availability or quality of the Offer /services under the Offer must be addressed in writing, by the Customers directly to Paytm and that Citibank shall not entertain any communication in this regard.
25. Citibank and Paytm shall in no way be liable if any Customer is unable to login to Paytm due to incompatibility of device, internet usage plans, or any other reason whatsoever.
26. The Offer is valid only if the Customer's card account continues to be in good standing and payment continues to reach Citibank before the payment due date.
27. Citibank and Paytm, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, shall not be liable for any loss or damage whatsoever that may be suffered, or for any personal injury that may be suffered or incurred, by the Customers, directly or indirectly, as a result of participating in the Offer or by the use or non-use, acceptance or decline or suitability or effectiveness of the services pertaining to the Offer.

28. Nothing herein amounts to a commitment or representation by Citibank or Paytm to conduct further such Offers.
29. If the Offer and/or anything to be done by Citibank or Paytm in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Citibank or Paytm, including but not limited to computer viruses, tampering, unauthorised intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government or other causes of like or similar or other character beyond the control of Citibank or the other entity/ies, then Citibank and/or Paytm shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences.
30. The terms & conditions of the Offer shall be in addition to & not in substitution/derogation to the rules & regulations governing the use of the Citibank credit card and/or the Citibank websites as stated above. Payment of fees/service charges/all other amounts due from the Customer to Citibank from usage of credit cards by the Customer under this Offer and/or otherwise will be governed by Citibank Terms & Conditions, Cardmember terms and conditions and the Most Important Terms & Conditions. Customer can view the Citibank Cardmember terms and conditions as well as the complete banking terms and conditions on the online portal <http://www.citibank.com/india>.
31. All of Citibank's actions shall be on a best-efforts basis only.
32. The Customers agree to be bound by the terms & conditions contained herein. Without a Customer being required to do any further act, he/she shall be deemed to have read, understood and unconditionally accepted the terms & conditions herein.

This product/service is offered by branches of Citibank NA in India.

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