

## Terms and Conditions

- Terms and Conditions these terms and conditions (the “T&C’s”) apply to the ‘Nayara lucky draw campaign’ (the “**Promotional Offer**”) for consumers, which is sponsored and brought to you by Nayara Energy Limited (the Company) and conducted by RewardPort (“service provider of Nayara Energy Limited”). In terms of any conflict between the terms and conditions of the voucher and these terms and conditions, the terms herein mentioned shall prevail to the extent of such conflict.
- Participation in this offer is deemed acceptance of these Terms and Conditions. Anybody found using unfair means will be immediately disqualified.
- The Promotional Offer is a limited period offer valid only in India subject to availability participating retail outlets only. Below are the start and end date of the Promotional Offer :  
17<sup>st</sup> October 2022 to 30<sup>th</sup> November 2022. Any entries received after 12.00 midnight on 30<sup>th</sup> November 2022 will not be considered.

Promotion is open to Indian Citizens only living in India and persons above 18 years of age. Entries below the age of 18 years shall be disqualified.

Entry to this offer shall be treated as void wherever (including any State or Union Territory) such offers are prohibited under local laws.

- Only those Customers who transact /purchase minimum petrol of Rs.200 at any Nayara Energy Retail Outlet on every invoice during the Offer Period. A customer purchasing petrol of Rs. 200 or more in a single bill should SCAN the QR Code to complete the registration formalities for Promotional Offer. In case of any difficulty in spotting the code, please ask the customer attendant for help.
- By entering this offer, you agree that the information provided by you may be used by the Company for the administration of the selection. We may also use the information to carry out research about this offer or communicate future promotions to you.
- A customer can submit a maximum of 10 invoices in a month during the offer period. A customer should SCAN the QR Code to complete the registration formalities for Promotional Offer after every purchase as specified above.
- Customer must preserve the invoice copy in soft / physical form to claim the reward, if selected

The prizes for the ‘Nayara lucky draw campaign’ to Tamil Nadu are:

1 Cars

2 Two Wheelers

4 Mobile Phones

Dry Iron

3 month amazon prime subscription

- However Every participant wins an assured one month subscription code on first time participation

The following steps to participate in the campaign:

**Step 1:** consumer purchases fuel worth Rs.200, collects the invoice / receipt from MPOS or DU - scans the QR code submits details: Name, Mobile number, Vehicle type, uploads invoice copy and answers the below question :

1. What are the Amenities provided at Nayara Fuel Stations?
  - a. Clean Toilet
  - b. Clean Drinking Water
  - c. Free Nitrogen / Air
  - d. All of the above

– submits his entry and a successful participation confirmation generated on the same web page

Step 2: Consumer receives a participation SMS with his unique code. The customer has to preserve the sms and the contest participation code till the validity of the program.

Along with the unique participation code, the customer will get a code for gaana + code which he can use on the Gaana+ app to activate 1 month free Gaana+ subscription

alone with OTP and OTP submission link, he submits OTP on the link and receives the Gaana + code on SMS. He uses this code in the Gaana app to activate 1 month free Gaana + subscription.

Nayara may conduct weekly lucky draw at the end of each week and will select few lucky customers via randomizer. Bumper lucky draw will be conducted at the end of the Offer Period.

- Winners will be contacted via SMS
- Dry iron, Mobile phones winners will receive the products at the respective RO's post aadhar/driver's license verification
- For Amazon Prime the winner will receive a SMS with the claim OTP and link, the winner clicks on the link submits the OTP, post submitting the OTP the winner will receive the Amazon code on SMS, he uses this code on the Amazon app/website.
- Validity of the OTP is 30 days period i.e. if the coupon code is received on SMS on 1<sup>st</sup> October 2022 then the code would be valid for 30 days i.e. till 30<sup>th</sup> October 2022
- Please retain the OTP & Invoice copy as a proof of your win.
- The Customer is required to preserve the original invoice/bill of the purchase based on which the customer has entered the offer for claiming the prize, if any, won by him/her. Loss/mutilation of the original Bill/invoice would make it invalid for claiming the prize, if the customer wins a prize. No photocopies of Bill will be accepted. However, it's recommended that the customer keeps the photocopy of original printed bill to help in verifying the original bill if it partially fades away.
- Once the winners are shortlisted, the Company shall contact each winner over phone or SMS registered at the time of scanning the QR Code. Customers are required to provide their valid contact numbers for this purpose. Nayara/Partner agency shall make reasonable attempts to

reach out to the winners on the phone numbers mentioned on its database, however, in case the winner is not reachable, his / her participation stands cancelled, and Nayara may forfeit the prize and deal with it as it deems fit. The Company shall not be liable or responsible, if for any reason the customer is not able to receive SMS or does not receive the call. In case the mobile number has been changed/terminated/ blocked/out of reach etc. the Company will, thereafter, not be held liable for not being able to communicate/handover prizes to the winners.

- The unique code cannot be redeemed or exchanged for another Gift Voucher/Gift Card/cash. Also, it cannot be re-validated once past expiry date.
- In the case of physical items, the customer needs to provide valid government ID proof (Aadhar Card, , Driving License ) & their original invoice. Failing to do so may lead to disqualification from the 'Nayara lucky draw Campaign'.
- The participating customers may, at the request of Nayara participate in all promotional activity (such as publicity and photography) surrounding the gratification, free of charge.
- The decision of Nayara or its Partner Agency, as regards to the Promotional Offer shall be final. No correspondence or any other claims whatsoever, in this regard will be entertained.
- By entering the Contest, the participant agrees that the Company shall not be liable for any claims, costs, injuries, losses, or damages of any kind arising out of or in connection with the Promotional Offer or with the acceptance, possession, or use of any prize (except any liability which may not be excluded under applicable law).
- The Company is not responsible for participants who are not able to understand the contest's mechanics or for misinterpretation of the same. No correspondence, clarification, explanation in this regard will be entertained by the Company.
- No queries, clarifications, claims, suggestions, dispute, complaints or grievances pertaining to the Promotional Offer shall be entertained by Nayara and its Partner Agency from the date of the closure of the Promotional Offer.
- No queries/clarifications/suggestions will be entertained by the Company on the modality of selection of winners. The winner decided under these offers will be final and participants waive its right to challenge & dispute the process and winner declared hereby.
- Nayara reserves the right to terminate, extend or change this **Contest / Offer Period** or any part thereof at any time **at its sole discretion without prior notification**. I. The decisions of Nayara with regard to this Contest/ Offer Period, and the declaration of the winners, are final and binding.
- The Company reserves the right to reject any participants' entry on any grounds without the need to notify the participant of the reasons for rejection.
- This Contest shall not be applicable to the Nayara employees, Franchisees associates, their dependents, or any person associated with Nayara either directly or indirectly.

- The Company shall not be liable for any damage or loss caused as a result of cancellation / amendment of the Promotional Offer, amendment or revocation of all or part of these Terms and Conditions, any act of God- Natural calamity (Pandemic | Earthquake | Tsunami | Flood or any man-made calamity (War | Coup | Riots | Bandh | Strike) or governmental action or other force majeure circumstances The participants shall be informed of such discontinuance/cancellation as soon as possible. The Company also reserves the right to amend/modify the terms and conditions or any part thereof at its sole discretion without prior notice.
- Prizes cannot be transferred, exchanged or redeemed for cash or kind. In the event that the winner does not take the Prize in the time and manner stipulated, the Prizes will be deemed to be forfeited. Prizes must be taken as offered and cannot be varied. Any unused prizes are non-transferable, non-refundable and non-redeemable for other goods or services and cannot be exchanged for cash or kind. The winning entry is non-transferable to any other person under any circumstances.
- Apart from the entitlement to the prizes, the winner or his/her legal heirs will have no rights or claims against the Company or its partners.
- This Promotional offer cannot be combined with other Nayara's any other Promotional or Discount Offer.
- Unenforceability or invalidity of one or more clauses in these Terms and Conditions shall not have an effect on any other clause in these Terms and Conditions and the remaining clauses shall be enforceable as per law.
- All rights, and interests, including but not limited to intellectual property rights, in the Promotional Offer and in all response received shall vest with the Company. The Company or any person or entity permitted by the Company r in this regard shall be entitled to use the responses received or any information in connection with the entity in any media/platform for future contest, marketing, publicity and any other purpose, without any permission and or payment to the Participants.
- The Company shall under no circumstances be liable, whether jointly or severally, for any loss or damage suffered or sustained (including but not limited to consequential loss), including for personal injury or property damage suffered or sustained, as a result of acceptance of any Prizes.
- Travel arrangements, boarding and lodging, if any, for availing the Prizes under this promotional offer shall not be the responsibility of the Company. Prize winners have to make their own arrangements to collect the prize.
- Any complaints and / or grievances regarding the Contest prize shall be directed to 022-40270000 or write to us at [nayara@rewardport.in](mailto:nayara@rewardport.in).
- The Contest prize shall contain Warranty as per the manufacturer's terms and conditions, and Nayara Energy shall not be held liable with respect to the Warranty of the Contest prizes

- The courts of competent jurisdiction at Mumbai shall have exclusive jurisdiction to determine any and all disputes arising out of, or in connection with, the Promotional Offer. Further, all issues and questions concerning the construction, validity, interpretation and enforceability of these Terms & Conditions, or the rights and obligations of the Participants and/or the Organizers with respect to this Contest shall be governed and construed in accordance with the laws of the Republic of India. .
  - The onus of payment of any statutory levies / taxes on the gift items shall rest solely on the prize winners.
  - Vehicle Prizes are ex showroom, registration, Insurance and any taxes for to the prize to be paid by winners
  - All statutory levies including taxes / duties / octroi etc., and any other costs including insurance, registration etc of the Car or Two Wheelers won should be borne by the prize winners.
  - The prize winners would be given a maximum of .....weeks to complete the requisite formalities from the date of intimation of prize winning. If the prize winner is not able to complete the requisite formalities, including payment of taxes etc., within this period of .....weeks he shall forfeit the Prize.
  - Nayara does not guarantee the delivery of the product on the same day of announcement; the product is subject to availability.
  - The submission of false, incorrect, misleading or fraudulent documentation may result in disqualification from this promotion and from future the Company promotions. The submission of false, misleading or fraudulent information may result in the claimant being subject to civil or criminal liability.
  - Only weekly prize winners will be eligible for mega award
  - Participating RO's list will be refreshed from time to time during the offer period
  - The list of participating RO's mentioned on the campaign page
  - The list of declared winners will be available on the campaign page .
- Nayara can change the frequency of winner selection at its own discretion within the offer period

	<b>Bumper Prize</b>	<b>Regular Prize</b>	<b>Assured Prizes</b>
	1 Cars	Amazon Prime Vouchers	Gaana Subscription (1 month)
	2 2Wheelers		
	4 mobile phones		
	home appliances		

All the participating customers who has won the regular prizes also stand a chance to win any one from the Bumper Prizes category mentioned in the above table

- Tamil Nadu Participants will receive a uniform and assured prizes/rewards.
- Only those Customers who transact /purchase minimum petrol of Rs.200 at any Nayara Energy Retail outlet shall participate in the contest during the Offer Period.
- The eligible participant should SCAN the QR Code and complete the registration formalities by filling Name, Mobile Number, etc to participate in the contest.

- The participant should answer the Q& A and submit and upload the invoice
- The eligible participant shall submit a maximum of 10 invoices in a month during the offer period.
- Upon submission participant will receive a unique participation code.
- The participant must preserve the invoice copy in soft/physical form to claim the reward, if selected.