





## **Redemption Journey**

- Select Sampark Option: Tap the Sampark option from the main menu to begin your rewards journey.
- **2. Click Rewards Catalogue :** Click on **Rewards Catalogue** to view the rewards you can redeem with your points.
- **3. Catalogue Page :** Browse the **Catalogue** featuring a wide range of products available for redemption.
- **4. Select Product to Redeem :** Choose the product you want to redeem by tapping on it.
- **5. Product's Description Page**: Check **Product details** and the number of points needed before proceeding.
- **6. Address Confirmation Page :** Confirm or update your delivery address for a hassle-free redemption.
- **7. Enter OTP Screen :** Verify your identity by entering the **OTP** sent to your registered phone number.
- **8. Order Details Page :** Review your **Order Summary** and confirm your redemption request.
- **9. Tracking Details Pop-up**: Get real-time updates on your order status through the **tracking details** pop-up.









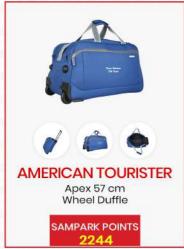












































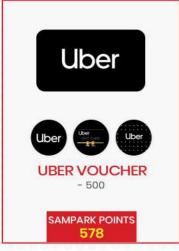












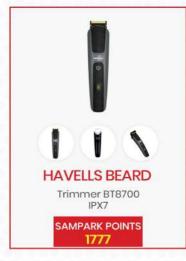
















## Redemption Terms & Conditions

Final Redemption: Once a product has been redeemed, the request cannot be cancelled or reversed under any circumstances.

Damage/Discrepancy Reporting: Any concerns regarding damaged or incorrect products must be reported within 48 hours of delivery. Requests submitted beyond this period will not be entertained.

Single Redemption per Order: Each redemption order is limited to one product only.

Redemption Options: Loyalty points can be redeemed either against a product or through Direct Bank Transfer (DBT).

Tax Deductions: TDS (Tax Deducted at Source): As applicable, will be deducted at the time of redemption.

**Product Variations**: Actual product color and basic specifications may vary from the images or descriptions provided.

**Product Unavailability**: In the event of non-availability of the selected product, a suitable alternative of equivalent value will be provided at the brand's discretion.

For more terms and conditions, please refer to the Sampark application