











## **UNO STAR Loyalty & Engagement Program**

### **Terms & Conditions (FY 24-25)**

-  UNO Star is a Mechanic & Retailer Loyalty & Engagement Program wherein Mechanics, Retailers & Workshop Owners are benefitted post buying UNO Minda Products.
-  The UNO Star Application can be downloaded from Google Play Store and can be only used by a successfully registered & approved Mechanics, Retailers, Workshop Owners & end consumers as well.
-  The registration will only be considered valid when all the required fields and documents are filled out and submitted correctly.
-  UNO Minda Ltd – Parts & Service Division (here after referred to as UML/UNO Minda) has the final authority to approve or reject the customer's registration and no explanation will be provided in case of rejection whatsoever may be the reason.
-  All customer registrations will be subjected to two levels of approval, one by the UML Head Office Team Member and another by the Branch/Territory Team Member. The customer enrolment will only be considered complete after the approval at both ends.
-  Successfully registered and approved customers will be enrolled in the UNO Star Program (hereafter referred to as USP) and shall avail the benefits that are designed as per the customer's category, which is Mechanic, Retailer and Independent Workshop.
-  Products can also be available without the coupons, as the offer keeps changing based on the promo pack, and some packs of the participating products may not bear coupons due to packaging errors, and no compensation will be provided for those packs without coupons.
-  The Retailer will not be allowed to redeem Mechanic benefits and vice versa, as the program offers different benefits to different type of customer using a single platform, and the details of the same will be communicated via Marketing Communication Section/Pop-up messages/SMS/E-mail from time to time.
-  The USP and its points are valid until March 31, 2025, or until further notice by UML, whichever is earlier.
-  Every UNO Star coupon carries variable points that are updated by UML from time to time.

- ☞ The UNO Star Coupon Codes available on certain products shall be scanned/submitted via the UNO Star app only.
- ☞ The successfully submitted coupon codes will provide a certain amount of points as per the promotion running on them, and the points shall be accrued in the UNO Star Wallet only.
- ☞ UNO Star coupons have a validity period of one year, under which if the coupon is not submitted, the points against the coupon become null and void.
- ☞ Sometimes expired coupons can reach the retailer and mechanic outlet because of the time it takes for the goods to reach down the channel, under which UML is not responsible for extending the validity of those expired coupons.
- ☞ The UNO Star wallet balance points of customers who have not redeemed any coupon (Coupon Points) in FY 23–24 will be elapsed by April 2024.
- ☞ The eligible closing and balance points, if any, shall be carried forward to next year's program if and only if UML chooses to extend the program beyond March 31, 2024.
- ☞ Customers can choose to redeem points from the UNO Star wallet whenever they want, in multiples of 200 points for mechanics and independent workshops and in multiples of 1000 points for retailers.
- ☞ Newly onboarded customers in USP can make their first redemption against 200 points, post which the above point is applicable.
- ☞ Retailers and Independent Workshop customer types will get a "Handling Bonus" of 5% on coupon value for supporting the mechanics for UNO Star coupon scanning and instant payment to them.
- ☞ It is mandatory for retailers and independent workshop customer types to make payment to Mechanics if they are scanning coupons on behalf of them. If during a market visit by a UML employee or during any investigation it's found that the retailers are not paying Mechanics, UML has the full authority to block the retailer's or workshop owner's UNO Star Account then and there without any notice.
- ☞ Any newly onboarded mechanic who scans his first UNO Star coupon from his USP app will get a "Welcome Bonus" of 50 points for one time only.

- 🚩 Any onboarded retailer customer who chooses to register mechanics in USP from his USP app will get a “Referral Bonus” of 50 points against each mechanic he gets onboarded, which is subjected to a maximum of 5 mechanics and 250 points only.
- 🚩 The redeemed points against selected gift options will be transferred or delivered to the customer within 5 weeks' from the date of redemption.
- 🚩 However, the Redemptions can get delayed in certain extra ordinary circumstances such as lockdown due to pandemic, server shut downs or any act of God. UML strives to release the Payment/Gifts at the earliest to its esteemed customers in such scenarios.
- 🚩 In case if the customer opts for account transfer then the valid bank account details should be provided to UML, in case of UPI the customer must share a valid UPI ID linked to his Bank Account and in case of Gift Voucher Redemption a valid email ID is mandatory without which the redemption will not be processed.
- 🚩 UML is not responsible for amount not getting credited in the bank account if the bank details & account number provided by the customer is wrong.
- 🚩 The gift voucher details will be shared to the customer's e-mail ID that is provided by the customer during the time of the Gift Voucher Redemption.
- 🚩 The Bank Gift Cards will be delivered to the customer's registered address provided at the time of Registration on UNO Star Program.
- 🚩 The points of all failed/cancelled redemptions will be credited back in the customer's UNO Star Wallet.
- 🚩 UML reserves the right to change full or any part of the program including points, slabs, gifts, tiers, tier benefits and loyalty rewards etc.
- 🚩 By registering in this program you agree to provide your personal details to UML which will be used for all program related purposes including contacting/ messaging/ pop-up notifications and calling customer on the registered mobile number.
- 🚩 UML reserves the full right to extend this program in selected markets only and different states may have different point system against the same product group coupons.
- 🚩 This T&C and brochure is valid till 31<sup>st</sup> March 2025 or till a revised version is send through official communication and UML can change or withdraw the program at any stage without any prior notification.

- ☞ Retailer Cashback Offer Program is only applicable to Retailers who buy certain product groups from UML business partners.
- ☞ Retailer Cashback Offer is a quantity based purchase program wherein a minimum cash back is guaranteed against achieving the scheme target which will be credited as UNO Star Points.
- ☞ Retailer Cashback program customers must follow all the Terms & Conditions that are applicable for UNO Star Program, since RCB is a part of UNO Star Loyalty Program.
- ☞ Every UNO Star Registered Customer is bound by the above T&C's and all the decisions taken by UML with respect to any respect will be final and binding.
- ☞ All Legal Proceedings are subjected to Delhi Jurisdiction only.
- ☞ Bulk Communication Channels: Uno Minda Limited may employ bulk messaging via WhatsApp, SMS, and email to communicate with vendors and clients. These channels will be used for sharing updates, promotions, reminders, and other pertinent information related to our products and services.

Please contact your authorized local UML Representatives or our customer care 011-40844998 for any further details or queries.