

Unbranded to Branded Exchange Festival

Coupon Terms & Conditions:

1. The customer should read and understand the terms and conditions carefully and taking part in this Campaign by depositing the **old clothes/ merchandise** with the store would be deemed to have understood that the customer has read and is aware of the terms and conditions of this exchange campaign.
2. The Store manager / Store Staff are available for any clarification.
3. Fixing of the Exchange value for the old merchandise will be at the discretion of Reliance. If the Customer is not satisfied with the Exchange value determined by Reliance, is free to take back the old merchandise and not take part in the Exchange Campaign before the issuance of Exchange Voucher.
4. The exchange values is fixed and not negotiable.
5. Exchange voucher is applicable only for select brands/category and there may be merchandise in the store for which the exchange voucher may not be applicable and hence please contact the customer desk / Store Manager for clarification.
6. Customer once opted for the Exchange campaign and received the Exchange voucher, cannot discontinue from this Campaign and demand the return of the **old clothes/merchandise** deposited.
7. The Exchange vouchers can be redeemed only in Reliance Fashion Factory stores
8. Exchange voucher cannot be redeemed in part value
9. No two offers or exchange vouchers can be clubbed together
10. Denomination equivalent to eligible amount set for the product category can only be redeemed
11. Exchange voucher are non-transferable for cash or cheque or any other mode of payment
12. Old merchandise should not be dirty, soiled and torn.

13. Reliance is at the sole discretion to decide on the quality of the old cloths and whether the merchandise can be received or not.
14. Validity of exchange voucher redemption will be from 1st February, 2024 to 15th March 2024 (as per actual campaign date) The Customer / bearer is requested to use the Exchange voucher before the expiry of the Validity period and Post the validity period the Exchange voucher will not be accepted nor refund will be made.
15. No replacement/refund/ compensation will be made on loss of the exchange coupon
16. Reliance Retail Ltd. (Fashion Factory) reserves its right to modify/amend the Terms & Conditions of the Exchange Voucher at any time without prior notice and such modifications shall be binding on the user/bearer of the Exchange Voucher. The decision of Reliance shall be final.
17. For Redemption, the Bearer of the Exchange Voucher to provide original Exchange Voucher/Coupon to the cashier prior to the settling of the bill.
18. In case of any issue face by the Exchange Voucher bearer, the Exchange Voucher bearer can reach out to Customer service desk at the stores or Customer Care at Toll free number 1800 891 0001/ 1800 102 7382 or Email at customerservice@ril.com
19. All disputes are subject to the jurisdiction of courts at Mumbai only