

TERMS & CONDITIONS

'IN' is a Rewards Program by Inorbit Malls (India) Private Limited and is in force from 8th of June 2022. Please read the Terms and Conditions for 'IN' – Inorbit's Rewards Program carefully. The participation and membership in 'IN' - Inorbit's Rewards Program are optional. These terms and conditions apply to any Customer who make any purchase with the Retailer or access the Inorbit's Website, WhatsApp chatbot or participation in the 'IN' - Inorbit's Rewards Program (collectively known as **'IN' - Inorbit's Rewards Program**”).

'IN' is a reward-based program wherein the customers of Inorbit enrolled in the 'IN' - Inorbit's Rewards Program (**"Member"**) shall gain rewards in the form of INcoins, after making purchases from the Retailers at Inorbit Mall, Members shall also be eligible to receive promotional notifications, marketing communications, offers, advertisements, event updates, and other engagement-related content from the Company and its partners, as part of initiatives aimed at enhancing the overall shopping, marketing, and brand experience of the Members (**"Purpose"**). These Terms and Conditions (hereinafter referred to as **"T&Cs"**) form the basis of 'IN' – Inorbit's Rewards Program and its membership which includes earning and redeeming of INcoins under 'IN' – Inorbit's Rewards Program. For the purpose of these terms wherever the context so requires the term **"Retailer"** shall mean any third-party merchant, store, brand, or service provider operating within Inorbit Malls, participating in the 'IN' - Inorbit's Rewards Program, who may collect, process, or share Personal Data or data related to purchases made by you at the retailer's store, including but not limited to name, mobile number, email address.

Further, the term **"Customer"** shall mean any individual who makes a purchase or engages in a transaction at any Retailers, regardless of whether they are registered as a Member or not.

Please note that Inorbit, reserves the right to change, modify and/or discontinue the 'IN' - Inorbit's Rewards Program and/or these T&Cs, or any policy, FAQ, or guidelines pertaining to (i) Member's membership in 'IN' (ii) INcoins, and (iii) redeeming of INcoins, at any time, at its sole discretion, with or without giving any prior notice. The Members agree to abide by any change, modification, or discontinuation during the validity of the membership.

These T&Cs are to be read in conjunction with the "Privacy Policy" and "Cookie Policy" of IN available at the <https://inrewards.inorbit.in/>

IN Membership

Effective from 8th of June 2022, any Customer can enroll in the 'IN' - Inorbit's Rewards Program and become a Member by (i) registering themselves by (i) sending "HI" on IN WhatsApp chatbot on **9607396073**, (iii) Scanning QR code inside Inorbit Malls, (iv) Scanning QR code at the retail outlet at Inorbit Mall. The registered mobile number of the Member will be the membership ID & no separate membership ID will be provided to the Member after enrolling in the 'IN' - Inorbit's Rewards Program. Only one Member can be registered against one mobile number and/or email ID. Similarly, only one mobile number and/or email ID can be registered against one Member. The 'IN' - Inorbit's Rewards Program is a mobile number/email based Reward Program and any person in possession of a mobile number or email ID can register in 'IN' - Inorbit's Rewards Program against such mobile number or email ID.

By registering in the Rewards Program, a Member, consents explicitly to the collection, processing, storage, and use of their personal data by Inorbit for the Purpose. Inorbit shall provide clear notice at the point of data collection, specifying the types of personal data collected, the purpose for which it is collected, how it will be used, stored, shared (if applicable), and the duration of storage.

Inorbit confirms that it will not process personal data for purposes other than the Purpose or those specified at the time of collection, unless the Member provides fresh consent.

It is clarified that Inorbit shall not be responsible for any misuse or unauthorized registration in 'IN' - Inorbit's Rewards Program through any mobile number and/or email ID.

The 'IN' – Inorbit's Rewards Program membership will be issued solely at the discretion of Inorbit, and the final discretion on all matters relating to the membership shall rest with Inorbit.

Earning and Redeeming INcoins

WhatsApp Submission Method (Manual Bill Upload)

Any Member with a valid shopping bill (printed bill and/or e-invoices as the case may be) of Rs. 100/- and above, spent at Retailers at the Inorbit Mall (subject to general terms and conditions) can share the details of a valid shopping bill at the IN WhatsApp chatbot to gain INcoins under the 'IN' - Inorbit's Rewards Program. Any invoice will only be valid if submitted on the 'IN' WhatsApp bot within seven (7) days from the date of purchase. Bills generated under the respective Member's name and/ or mobile number will be considered as valid bill. Inorbit reserves rights to verify the same with respective brand/stores. Any duplicate bills submitted by Members with same invoice number, brand & amount will not be considered & will be rejected in the system. The Members shall be required to share hard copy

of valid invoices or details thereof, as and when requested by Inorbit.

For payment made by the Member at the stores/outlets of Inorbit Mall, except payments made by credit notes or gift voucher, the Member will gain INcoins equivalent to 1% of the total spent. This percentage of gaining INcoins may vary depending on special offers / initiatives run or conducted by Inorbit under the 'IN' - Inorbit's Rewards Program and will be as per sole discretion of Inorbit. INcoins shall not have any monetary value. The Member may accumulate INcoins and redeem them for obtaining vouchers or offers available on the Inorbit Website (<https://inrewards.inorbit.in/>). It is clarified that INcoins cannot be exchanged, transferred or gifted, for any monetary value, benefit, currency, or any other consideration whatsoever.

The INcoins shall be valid only for 1 (one) year from the date they are issued or shall be valid for such period as specified at the time of earning of INcoins and shall expire after such time. Inorbit may decide to change the validity period at its discretion.

It is clarified that any person in possession of a mobile phone or access to Member's email id can claim and redeem INcoins against vouchers and offers offered by the 'IN' - Inorbit's Rewards Program. Members can redeem up to 3 vouchers & 1 merchandise per offer in 30 days. The collection of gift vouchers/merchandise will be restricted only to the Member, (owner of the registered mobile number in the 'IN' - Inorbit's Rewards Program). No other person/s on behalf of the Member will be allowed to collect the redeemed voucher/merchandise. Inorbit shall not be liable in any manner, in case of any misuse and/or redemption of INcoins.

General Terms and Conditions

1. Inorbit reserves the right to discontinue 'IN' - Inorbit's Rewards Program membership - existing or new - temporarily or permanently for a period of time, as decided by Inorbit.
2. Membership into IN is non-transferable, non-assignable, and non-refundable at the instance of the Member. This membership is valid for a lifetime subject to continuance of IN.
3. Without notice to the Customer or Member, Inorbit reserves the right to suspend and/or terminate any membership and/or participation in IN, more particularly if it is determined that the Member or Customer have violated any T&Cs of IN, or the Member's account is unauthorized, deceptive, fraudulent, or otherwise unlawful.
4. Inorbit shall have right to transfer, assign and sell in any manner, in whole or in part, the 'IN' - Inorbit's Rewards Program to any third party of its choice without reference or intimation to the Members.
5. Employees of Inorbit cannot enroll for the 'IN' - Inorbit's Rewards Program & avail any kinds of benefits of the 'IN' - Inorbit's Rewards Program as per the company policy.
6. Inorbit or its subsidiary, or agents, reserves the right to suspend or disqualify the account of any Member if any fraudulent or unauthorized activity is identified. The Member hereby agrees to indemnify, defend and keep Inorbit and its subsidiaries harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings that may be suffered by the Inorbit, and/or its subsidiaries as a consequence of any violation, fraud, authorised use, willful misconduct, or negligence on their part.
7. Only adult citizens (Above 18 years of age) & residents of India, are eligible to register for IN. Inorbit shall not be responsible or liable in any manner, whatsoever, for any registration of any person not a citizen of India.
8. No company or any other artificial person can become a Member of IN.
9. No reward points/INcoins shall be credited to any Member for any purchase made in any third party event or any other event at the Mall premises including Flea markets, promotional stores, special events for kids or women, band performance, festival celebration etc.

Terms and Conditions that apply to all Voucher/Offer

1. The vouchers issued under IN should only be used in the stores/outlets situated inside the Mall.
2. The INcoins redeemed for physical vouchers on the website, and/or App by the Member will have to be collected within 7 (seven) days from order date. Any gift voucher not collected within 7 (seven) days will be auto cancelled and INcoins used for booking such gift vouchers will be refunded/credited to the Member's account in the 'IN' - Inorbit's Rewards Program.
3. Redeemed Offer or Voucher have a variable validity & the same will be mentioned on the voucher at the time of redemption.
4. The terms & conditions of the Retailers, and brand shall be applicable on the redeemed voucher/merchandise.
5. Inorbit does not take any responsibility for the quality of the goods, or any other offer or sale related issue, guarantee or warrantee, with respect to the offer/ voucher of any Retailer.
6. Any query regarding any offer or voucher will be entertained for the offer duration. No correspondence on the same will be entertained after the last date of the offer, from any Member or Customer.

Data Rights of the Members and Inorbit's Commitments

Inorbit respects its member's privacy and is committed to protecting your personal data in accordance with applicable laws, including the Digital Personal Data Protection Act, 2023 ("DPDP Act").

As a member, you have the right to:

1. Request information about the personal data Inorbit holds and processes in relation to your IN membership.
2. Request corrections or updates to any personal data that is inaccurate or incomplete.
3. Request deletion of your personal data if it is no longer necessary for the purposes of the 'IN' - Inorbit's Rewards Program, or if you withdraw your consent.
4. Submit a complaint if you believe your personal data has been misused. Inorbit will review and respond to all complaints within seven (7) working days.
5. Request a copy of your personal data in a structured, machine-readable format, where technically feasible.

Inorbit is committed to:

1. Collecting only the personal data necessary for the Purpose and not collecting any irrelevant or excessive information.
2. Implementing appropriate technical and organizational measures to safeguard your personal data, including secure systems, encryption, access controls, and regular security audits at its end.
3. Retaining your personal data only for as long as it is necessary for the Purpose. After the Purpose has been achieved in full, the data will be securely deleted or anonymized.
4. Notifying you promptly in the event of a data breach that may impact your personal data, in accordance with the DPDP Act.
5. Engaging third-party service providers who are contractually bound to use your data solely for the Purposes and in compliance with applicable data protection laws.
6. Storing your personal data within India, or transferring it outside India only in accordance with applicable legal requirements and with adequate safeguards in place.

Consent to Communication

By enrolling with 'IN' – Inorbit's Rewards Program, the Member consents to receiving communications from Inorbit regarding their Membership, latest offers, exclusive promotions, product launches, etc. and any other relevant information/communications.

Your consent to receive communication from Inorbit shall override any Do-Not-Disturb (DND) settings that you may have opted for. Inorbit or its service provider(s), loyalty partner, associates, affiliates may send Members alerts, notifications, e-mail, direct mail and generally communicate with the Members via the mobile number, email address, and/or postal address available with Inorbit. We do not bear any responsibility for communication lost or not received by you.

You may withdraw your consent for such communications at any time by sending "PAUSE" on the WhatsApp Chatbot.

Consent to the Privacy Policy of 'IN' – Inorbit's Rewards Program

By enrolling with the 'IN' – Inorbit's Rewards Program, the Member consents to the Privacy Policy of 'IN' – Inorbit's Rewards Program which is provided on our website at inrewards.inorbit.in for using, storing, and sharing your information.

Disputes

In case of any dispute or difference arising concerning IN or any alleged defect or deficiency of service availed, the same shall be resolved through arbitration as per the Arbitration and Conciliation Act, 1996, and the seat will be at Mumbai. Indian laws govern all the T&Cs of this Reward Program. In the event of any disputes, the appropriate court in Mumbai shall have exclusive jurisdiction.

Customer/Member queries

All Member or Customer-related information is updated on the 'IN' – Inorbit's Rewards Program website

(www.inrewards.inorbit.in) or you can drop us an email as below:

Inorbit Malad: info.malad@Inorbit.in

Inorbit Vashi: info.vashi@Inorbit.in

Inorbit Hyderabad: info.cyberabad@inorbit.in

Inorbit Vadodara: info.vadodara@inorbit.in

Inorbit Hubballi: infodesk.hubballi@inorbit.in

Inorbit Visakhapatnam: info.visakhapatnam@inorbit.in

You can also reach out to us on our Toll-Free number - **18001232994**