

Rewards - Terms & Conditions

- 1) Images and colors shown in the Rewards catalogue are indicative in nature and may vary from the actual product.
- 2) A member must allow six to eight weeks for processing of his/her rewards. In case of delay beyond this time period due to reasons beyond the control of IOCL, IOCL will keep the members suitably informed but in no case will IOCL be held responsible.
- 3) All taxes and any applicable incidental expenditure in connection with the XTRAPOWERR rewards will be borne by the member.
- 4) IOCL will not have any liability towards taxes or other expenditures or the like, which may apply to the XTRAPOWERR rewards program or XTRAPOWERR rewards. This is the sole responsibility of the individual recipient.
- 5) All rewards are subject to availability and supply restrictions. IOCL may without notice, withdraw or substitute any XTRAPOWERR reward for another reward of comparable value and nature. In case the exact model of merchandise mentioned in the Rewards catalogue is not available at the time of redemption; IOCL will arrange to send an alternate model which will be comparable in value and nature.
- 6) Reward classification may change at any time without notice at IOCL's sole discretion. Please refer to the catalogue for a complete list of reward classification.
- 7) Redemption rewards once issued will not be changed and the member will not be entitled to any refund or credit for the points redeemed.
- 8) IOCL will not be responsible for any defect or deficiency in the products or services awarded to the members in the redemption of their points. It will also not be responsible for any guarantee or warranty the brands may make in relation to the products and services offered by them. It will not be liable for any consequential loss or damages or for any injury that a member may suffer while using the product and /or service awarded to him in redemption of XTRAPOWERR points.
- 9) Redemption rewards cannot be exchanged for cash, XTRAPOWERR points or any other form of goods or services.
- 10) No credit or substitutions will be given for any rewards that are once accepted by members.
- 11) A reward request form is valid only for rewards shown in the rewards catalogue. The rewards catalogue will be updated from time to time.
- 12) Recipients of special rewards will be required to sign a release of liability and a statement permitting the use of their name and/or photograph for promotional purposes without additional compensation.
- 13) IOCL does not bear any liabilities or responsibilities for lost vouchers and credit will not be given for unclaimed and unutilized vouchers.
- 14) Delivery of rewards will be only made to the address as registered with IOCL in India.
- 15) Once a reward has been dispatched to the member, IOCL will send a sms to the member with the courier details. Members are required to inform the XTRAPOWERR call centre if they do not receive the same within 7 days of receiving the sms. Members who have activated the DND facility on the mobile numbers provided to XTRAPOWERR may not receive these sms updates. In such cases, IOCL will not be responsible for non receipt of rewards.
- 16) Members are advised not to accept damaged rewards from the courier / vendors. Any complaints post acknowledgement will not be IOCL's liability. However, if raised within 24 hrs of receipt of the reward from the courier, IOCL will do its best to resolve the complaint.
- 17) In case of vouchers, all voucher envelopes will be sealed with Red Box tape. Members to ensure that they receive /accept the envelope without the seal being broken or tampered with. IOCL will not entertain any complaints post acknowledgement/ delivery/acceptance of rewards by the members.
- 18) The XTRAPOWERR points redeemed for consumer durables may require the following to be done by the member :
 - a) Members may receive the reward directly at the address provided. In case the member is not satisfied with the product or has a complaint; the same should be done within 24 hrs of receiving the product.
 - b) If the member receives a product voucher, the same will have to be redeemed at the address provided on the voucher by visiting the outlet/branch or by couriering & coordinating the same with the contact person of the brand / outlet provided on the voucher.
- 19) The terms and conditions specified by each brand will be applicable and IOCL will in no way be held responsible for the same. These terms and conditions may be checked on the respective brand websites or the member may call the XTRAPOWERR call centre for assistance
- 20) Vouchers will be redeemed at branches / outlets as specified by the brands on the website. Members are required to check the same before redeeming or call the XTRAPOWERR call centre for assistance.