

TERMS AND CONDITIONS
GOVERNING THE SCRATCH CARD OFFER

A. INTRODUCTION

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THERE UNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

THIS OFFER SHALL BE AVAILABLE TO VODAFONE IDEA LIMITED (HEREINAFTER "VODAFONE IDEA/VIL") PREPAID CUSTOMER ON VI APP. PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING IN THIS OFFER. BY PARTICIPATING IN THE OFFER, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS ("Terms and Conditions", " T&C"). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT AVAIL THE OFFER. FOR THE PURPOSES OF THESE TERMS AND CONDITIONS, WHEREVER THE CONTEXT SO REQUIRES "YOU", "YOUR" OR "USER" SHALL MEAN ANY NATURAL PERSON WHO BEING AN EXISTING VIL SUBSCRIBER OR NEW VIL SUBSCRIBER WHO HAS AVAILED THE OFFER.

B. DEFINITIONS

"Eligible Subscriber" shall mean an existing VIL Subscriber or a new VIL subscriber who satisfies the following criteria:

- Subscriber must be an Indian citizen belonging to telecommunication service areas of VIL;
- Subscriber must not have been subject of any criminal proceeding;
- Subscriber must not be of an unsound mind;
- Subscriber must not be under any legal disability e.g. minority, insolvency, restraint by court order etc. and / or is otherwise prohibited from entering any contractual relationship;

C. OFFER DESCRIPTION AND CONDITIONS

- 1) The offer is applicable from 26th Nov'25 till 31st Dec'25. VIL reserves the right to extend or shorten the period, as it deems fit. If, in any State and/or territory or part thereof, the running of this Offer is prohibited as per local rules or laws or requires licenses, the Vi App users from such State and/or territory or part thereof shall not be eligible to participate. No further notice shall be given by VIL, in this regard.
- 2) Customer stands a chance to win Netflix merchandise or 2 GB data or discounted voucher/ gift card from Vi Shop as a reward though a scratch card program on Vi App. This is applicable for only active VIL Prepaid customers on Vi App.
- 3) Each Eligible Subscriber will be provided with a scratch card which entitle them to gratification mentioned on the scratch card. The gratifications may vary for every Eligible Subscriber; however, every Eligible Subscriber will get some gratification.
- 4) Scratch card will be provided only once per Eligible Subscriber during the Offer period. Eligible Subscriber needs to swipe/ tap the scratch card to view the gratification.
- 5) If the Eligible Subscriber does not scratch the scratch card within the stipulated time, the unclaimed gratification will not be credited to the Eligible Subscriber.
- 6) Eligible Subscriber to upgrade the Vi app to redeem the scratch card.
- 7) The scratch card will be pushed to the Eligible Subscriber via the Vi App and will entitle the Eligible Subscriber to any of the below gratification:

- a) Stranger Things merchandise - branded keychain
- b) 2 GB free data
- c) Discounts on Vi Shop – Discount on Rs. 1000 gift cards/ vouchers of below brands. VIL reserves the right to update the denomination of the gift card and discount offer as per available inventory.
 - PVR movies voucher (flat 24% off)
 - Domino's gift card (flat 18% off)
 - Lenskart gift card (flat 14% off)

8) Upon winning a Netflix merchandise, a Vi representative will reach out to the Eligible Subscriber for address verification within 30 working days after the scratch card offer is over.

- User will need to share an address proof for address verification and share details as required.
- Post verification the gratification will be shipped and should reach the user in 7-10 working days.

9) In case the user wins any Vi Shop reward the below terms & conditions will apply:

- Benefit is applicable on Vi Shop and can be claimed on Vi Shop on Vi App. Discount is applicable on the voucher/ gift card denomination value
- Eligible Subscriber can buy up to 5 voucher/ gift card of a brand in a single transaction. Max. 5 voucher/ gift card purchase allowed in a single transaction
- VIL reserves the right to modify/ extend/ shorten/ discontinue the offer anytime. The gratification cannot be assigned or transferred
- User is subject to the Vi Shop Terms & Conditions (available on Vi App) and the detailed voucher/ gift card Terms & Conditions of the brand/ seller (available on the voucher/ gift card display page)
- Voucher/ gift card on Vi Shop is brought to you by the participating seller/ partner on Vi Shop at their discretion and may be revoked at any time
- Steps to redeem: Click on the gratification link. View the description, T&C of the discounted voucher/ gift card. Select the quantity of voucher/ gift card and click on buy now. Proceed to pay the pending amount for the discounted voucher/ gift card. Go to "my orders" section on Vi Shop to get the voucher/ gift card (only for successful transactions). Redeem the voucher/ gift card on the brand's app/ website
- For any issue related to Vi Shop gratifications - send an email to vishop.customerCare@vodafoneidea.com with all the issue details.

D. OTHER CONDITIONS:

- a. This Offer is being made available purely on a "best endeavor" basis and subject to acceptance of these Terms and Conditions. Participation in the Offer is voluntary and You expressly agree to participate at your sole risk. VIL shall not be responsible for any loss, injury or any other liability to any user arising due to participation in the Offer.
- b. VIL has the right at any time to require proof of identity and/or eligibility from user. VIL may, at its discretion, contact the user(s), if required, for any clarifications needed for the information provided by the user and user will provide the requisite information.
- c. In the event, the user fails to provide required details within 24 hours, from the receipt of the call/email the gratifications will not be issued to him/her.
- d. Users eligible for merchandise gratification will be contacted through email or through phone and will be given further details as to how, when and where they can claim their respective gratifications. The winners are requested to acknowledge the call/email. Failure on the part of winners to acknowledge the email or answer the call as stated herein or to redeem the gratifications at the time of delivery/event will entitle VIL to not issue the gratification to the participant.
- e. If at any point it is determined by VIL that any user has tampered with the Vi App or any data / servers / database / etc., VIL reserves the right at its discretion to revoke gratifications of such user and / or initiate action as deemed fit and necessary by VIL.
- f. All gratifications offered are subject to availability. VIL reserves the right to provide alternate models or brands or colour of the same value or any lesser value nearest to the original value, for any of the gratifications/s as mentioned in the Terms and Conditions. Also, no request for any upgradation in the prize offered shall be entertained by VIL. Model or brand or colour

for alternate gratifications will be decided by VIL at its sole discretion, any choice by the winner in respect to model or brand or colour will not be considered in any case.

- g. No requests for reissue or replacement of the gratifications will be entertained by VIL for stolen/lost/misplaced/damaged items.
- h. It shall not be open for the user(s) or any of their representatives to require an audit or verification of process or system adopted by VIL as part of the process of conduct of Offer. No enquiries, appeals, verbal or written, shall be entertained in this regard.
- i. VIL is neither responsible nor guarantees the quality of the goods/services being offered as gratifications(s).
- j. All incidental costs/taxes/levies related to the gratification(s), if any, shall be exclusively borne by the winner. In case the value of any of the gratifications received by the winner exceeds INR 10,000 then the recipient of such gratifications will have to pay taxes @ 30% as per section 115BB of the Income Tax Act, 1961. Once the taxes are paid by the recipient, he shall provide the declaration in format attached herewith along with the copy of challan evidencing such tax payment.
- k. VIL assumes that the winner of the gratifications is a tax resident as per section 6 of the Income Tax Act, 1961.
- l. VIL shall be entitled to use, the details of the user such as name, photograph, the gratifications awarded to them etc. for their marketing purposes (if any) post consulting the user. The user also hereby agrees to the same. VIL may, at its discretion, choose not to disclose the identity of the user to another user unless expressly mentioned herein. The user also consents to the information stored in the servers of VIL or its service providers, inside or outside India. Users' personal information will be stored and processed in accordance with VIL Privacy Policy which is available at <https://www.myvi.in/privacy-policy>.
- m. You agree that VIL has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that you may have to share independently with third parties.
- n. The user agrees not to make any announcement regarding his/her gratification or tag VIL in any social media handles without consulting VIL.
- o. Vouchers/ gift cards won by the users will have to be used by the user as per the terms & conditions stipulated therein.
- p. VIL is neither responsible nor guarantees the quality of the gratifications/ goods/services being offered as gratifications(s).
- q. The gratifications will be subject to compliance with applicable documents and formalities as required by VIL.
- r. The user agrees that the delivery of his/her relevant gratifications may be delayed as a result of a delay in submission of documents, delay in logistics and/ or any force majeure events which are not within the control of VIL
- s. The gratifications cannot be assigned or transferred.
- t. Under no circumstance shall the user be entitled to redeem any category of gratifications for cash. VIL, at its sole discretion, shall not provide a cash alternative to any of the gratifications being offered.
- u. VIL shall not be responsible for any claims arising out of technical failures before, during or after the completion of the Offer including but not limited to any technical failures in the mobile connectivity, internet connectivity. Further, VIL shall not be responsible for any claims arising out of any failure(s) which is beyond the reasonable control of VIL.
- v. The user hereby agrees and undertakes not to hold VIL and/or any of their group entities or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses, either direct or remote that you may/might have suffered, sustained or incurred, or claim to suffer, sustain or incur, by way of and /or on account of this Offer.
- w. The employees of VIL and their group companies, affiliate or associate companies shall not be eligible to participate in the Offer.
- x. VIL reserves the right to extend, cancel, discontinue, prematurely withdraw, change, alter or modify this Offer or any part thereof including the eligibility criteria, other terms & conditions

and gratifications(s) at their sole discretion at any time during its validity. You are therefore advised to check our Vi App regularly for any update(s) or amendment(s) made to these terms and conditions. All disputes must be addressed by the user in writing to VIL directly. Users can reach out to VIL customer care number 198 in case of any issues or complaint with respect to this Offer.

- y. Any disputes or any matter arising here from shall be governed in accordance with the laws of India, and the Parties submit to the exclusive jurisdiction of the courts of Mumbai, India.

E. DECLARATION

Date:

To,
Vodafone Idea Limited
10-12 Floor, Birla Centurion,
Century Mills Compound,
Pandurang Budhkar Marg,
Worli, Mumbai - 400030

Sub: Declaration for payment of taxes

Dear Sir/ Madam,

I _____ <>Name of the winner<> having Permanent Account Number ("PAN")
-----<>enter PAN of the winner<> have won the _____ <>specify the type of gratifications.
value of which is more than Rs 10,000>> on the Vi mobile App in its "_____ <>Name of the
Program>>.

I hereby declare that I have paid the taxes of Rs _____ at 30% on the entire value of the
-----<>specify the type of gratifications won value of which is more than Rs 10,000 >> of
Rs _____ <> gratifications value >>. A copy of the challan no 280 for Assessment year
-----<>specify the assessment year>> is enclosed as **Annexure** to this declaration. Since the
appropriate taxes on the gratifications won is deposited by me to the Government, Vodafone Idea
Limited will not be an "Assessee in default" under Section 201 of the income-tax Act, 1961.

I further confirm that the enclosed challan is towards the taxes deposited to the government specifically
in connection with the gratifications won on _____" and would not be utilized against any
other income earned by me under PAN _____.

In future, in case the Tax authorities ask Vodafone Idea Limited to produce the acknowledgement of my
income-tax return, I shall fully co-operate with Vodafone Idea Limited and share the acknowledgement
of return of income filed by me as required by the Tax authorities.

Yours sincerely,

<>Name of the winner and signature>>

Encl: A copy of Challan 280