



American Express®: Terms and Conditions

- This offer is open to American Express Platinum Charge Cardmembers whose accounts are valid and in good standing. An American Express Platinum Cardmember ("Card member") for the purpose of this offer means a person holding Platinum Card, issued in India by American Express® Banking corp.
- These offers are being made purely on a "best effort" basis. Card members are not bound in any manner to participate in these offers and any such participation is purely voluntary
- This offer is not applicable for American Express Corporate & network cards.
- To receive these offers, purchase should be charged in full to the American Express Card. No cash alternative is available
- American Express Banking Corp. is neither responsible for availability of services nor guarantees the quality of the goods/services and is not liable for any defect or deficiency of goods or services so obtained/availed of by the Card members under these offers. Any disputes with regard to the quality of goods/services availed shall be taken up with the merchant/service establishment directly. American Express shall have no liability whatsoever with regard to the same
- American Express shall not be liable whatsoever for any loss/damage/claims that may arise out of use or non-use of any goods or services availed by Card member under these offers. American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of the offer at any time without prior notice
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Card member agreement with the Card issuer
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in Delhi only.
- This benefit is subject to partner Terms and Conditions.
- In the wake of COVID 19, while the merchants/service establishments may be maintaining all safety measures, we request you to ensure safety at your end as well. In no event shall American Express be held liable for any fallouts/illness or any concerns arising/occurring due to the cardmember choosing to order/avail services from the merchant/service establishment.

House of Masaba Terms and Conditions

- Offer valid across all House of Masaba stores and website (<https://www.houseofmasaba.com/>)
- Flat 15% discount across only on new collection (this does not include discounted products) – Valid for Platinum Cardmembers.
- Offer Validity: 14th June 2023 – 10th June 2024 (Both days included)
- Offer is valid on account level and not card level.
- Platinum cardmembers can avail the offer for maximum Rs. 10,000.
- There are no Blackout dates under this offer.
- Platinum cardmembers can avail the offer once per calendar month per card account (Basic + Supplementary) during the offer period. The Card members can choose if they want to use the offer offline or online.
- Offer will be valid for Basic and supplementary cardmembers.
- Only Centurion cardmembers can shop from discounted products.
- The offer is also valid on House of Masaba Jewellery collection and on Lovechild by Masaba for both the stores and online on the House of Masaba [website](https://www.houseofmasaba.com/)
- For online offer, Delivery charges will be applied for a shopping below INR 1000.
- Online orders can be delivered globally for order value above INR 15k.
- Discount will be provided on the amount excluding delivery charges.
- No minimum spend is required to avail the offer
- The offer discount is inclusive of taxes. It's on MRP
- Card member needs to present the American Express card before billing at the stores.
- In case of queries cardmember can call 9820572353 10 AM - 6 PM (Monday - Friday) or email kavita@houseofmasaba.com and query will be resolved in 24 hours.

List of all the House of Masaba Stores:

City	Store
Delhi	Defence Colony
	Mehrauli
Gurugram	Khan Market
	Ambience Mall
Kolkata	Elgin Road
Bengaluru	Lavelle Road

Mumbai	Juhu Tara Road, Palladium Mall & Bandra and Kala Ghoda
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Steps to avail the offer:

- Online on the Website {<https://www.houseofmasaba.com/>} via a below promocode
- To avail the offer online on the Website {<https://www.houseofmasaba.com/>} Cardmembers needs to use a promocode as mentioned below-
 - **Platinum:** MASABAXAMEX-PLA15-KV#DN
- To Avail the offer offline/ at stores cardmembers needs to present their American Express cards.
- To avail the offer at House of Masaba stores, cardmember needs to call out the offer at the counter and needs to present the American Express card at the time of billing.

Escalation Matrix.

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for partner to respond to Cardmember/ Amex
Level 1	Immediate to 24 hours	+91 73870 13717 Sakshi.sachan@houseofmasaba.com	24 hours

Return & Exchange Policy:

- Products once delivered cannot be returned. It can only be exchanged for another product or store credit (Validity of store credit is 90 days).
- Items will be considered for store credit/exchange only if it is unused and with all tags still attached. Returns that are damaged or soiled may not be accepted and may be sent back to the customer. Please inform our customer care department in the event of any Goods/products are delivered without tags.
- Where provided, belts and any designer packaging such as muslin bags, should be included with your return
- All custom-made orders are non-returnable.
- No returns/Exchanges on discounted merchandise.
- We do not Return/exchange Gift Cards, Cosmetics, Masks, Swimwear, make up and Jewellery, unless it is a manufacturing defect.

Exchange in India:

- Step 1- To return an item, the customer must write to us at shoponline@houseofmasaba.com. Alternatively, the customer may call/WhatsApp us at our customer care number +91-8452950459 10 AM - 6 PM (Monday - Friday), within 14 days of delivery of the shipment.
- Step 2 - Please await a mail confirmation from our end for initiating the return. We will

try to arrange for a pick-up through our courier partner Bluedart. Just in case, their service is unavailable at your address, we request to self-ship it at our address.

- Step 3- Pack your return securely, in the original package if possible, and Courier the parcel back to us. Details will be shared in the email.

Exchange Outside India:

- Unfortunately, at this moment, we do not permit any returns or exchanges for international orders, unless the product is damaged or defective, or if merchandise delivered is different from what you had ordered.
- In an exceptional case to case basis, if a customer can facilitate the return of goods in India, at any of our flagship stores/An address from where a pickup can be arranged through our courier partner Bluedart, within 90 days from merchandise delivery, we are happy to facilitate an exchange for the customer. Shipping charges may be applicable in case, exchanged merchandise requires international shipping

Cancellation Policy:

- Once any order is placed it cannot be cancelled online however cardmembers can contact House of Masaba's customer support team to issue a credit note.