



### **American Express® Terms and Conditions**

- This offer is open to American Express Platinum Cardmembers whose accounts are valid and in good standing. An American Express Cardmember ("Cardmember") for the purpose of this offer means a person holding an American Express Platinum Card issued by American Express® Banking Corp. in India.
- This offer is not valid for American Express Corporate Cards issued by American Express Banking Corp. in India.
- This offer is not valid for American Express Cards issued by a third party bearing the name or trademark or service mark or logo of American Express ("Network Cards ") issued in India.
- This program is being offered by the participating service establishment only and shall be valid for the period mentioned in the offer.
- All the offers in this program will be fulfilled at the merchants' end only.
- This offer is being made purely on a "best effort" basis. Cardmembers are not bound in any manner to participate in this offer and any such participation is purely voluntary.
- American Express is neither responsible for availability of goods/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 Cardmembers under this offer. 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 Cardmember under this offer.
- 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 Cardmember agreement with the Card issuer.
- To receive this offer, purchase should be charged in full to the American Express Card. No cash alternative is available.
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in Delhi only.

## **Potenza Wellness Terms & Conditions**

### **Platinum Offer:**

Get Complimentary services worth INR 62,000 on American Express Platinum Card that includes:

- 10 complimentary consultations at the centres.
- Priority booking 24 hours in advance
- One Complimentary Photobiomodulation Treatment.
- 15% off on all treatments.
- 1 complimentary Body Balancer treatment
- 5 Hyperbaric Oxygen Therapy sessions at 50% off.
- 1 complimentary collagen bed treatment in Gurgaon clinic
- 1 complimentary session of Superhuman Protocol (PEMF treatment, Photobiomodulation and 20 minutes on the Oxygen Bike)
- **Eligible Cards:** American Express Platinum Card.
  
- **Steps to avail the offer:**
  - To avail the offer Cardmembers need to contact Platinum Concierge Service.

### **Offer terms and conditions:**

- The offer is valid at the following locations:
  1. Potenza Wellness, D-7 Ground Floor, Hauz Khas, Delhi -110016
  2. Potenza Wellness, 1<sup>st</sup> Floor, F-9/5, DLF Phase -1, Service Lane, Golf Course Road, Gurugram- 122002
  3. Potenza Wellness, Ground floor, Plot A Basant Lok Community Center, Commercial Complex, Vasant Vihar, Delhi -110057
  
- Offer is valid from 11<sup>th</sup> September 2023 to 24 August 2024 (both days included)
- There are no blackout dates under this offer.
- Offer can be availed once per card during offer period.
- The offer is applicable for both Basic and Supplementary Cardmembers.
- There is no minimum spend amount required to avail the offer.
- The offer cannot be clubbed with any ongoing offer.
- Discount under this offer will be provided on the amount exclusive of taxes.
- Only one Cardmember (Basic or Supplementary) can avail the offer on the same day
- In case of cancellations, the Cardmember needs to contact Potenza Wellness 6 hours in advance.
- For any queries related to the offer, Cardmember can call +91-9310168669 (Monday – Sunday 10AM - 7PM) or email [info@potenzawellness.com](mailto:info@potenzawellness.com)
- The query will be addressed within 2 business days from the date of raising the query.
- The query related to the offer shall not be entertained after the offer gets expired.

### **Escalation Matrix:**

Partner	Escalation Level 1 Email	Escalation Level 1 Phone Number
Potenza Wellness	<a href="mailto:jacinta@potenzawellness.com">jacinta@potenzawellness.com</a>	+919560016573