



American Express® Terms and Conditions

- These offers are open to American Express Platinum cardmembers only whose accounts are valid and in good standing. An American Express Cardmember ("Cardmember") for the purpose of this offer means a person holding a Platinum card issued by American Express® Banking Corp. in India.
- These offers are not valid for American Express Corporate Cards issued by American Express Banking Corp. in India and/or 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.
- These offers are being made purely on a "best effort" basis. Cardmembers are not bound in any manner to participate in these offers 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 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 Cardmember under these offers.
- American Express reserves its absolute right to withdraw and/or alter any of the terms and conditions of these offers 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 these offers, 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 the state of Delhi only.
- American Express® reserves the right to deny authorization for any requested charge. American Express® approves charges (spends done at Merchant Establishments in India or overseas) based on the declared financials, spending pattern, credit record and Account history.

Isaia: Terms and Conditions

Offer:

The offer is valid at ISAIA store in India – 133 DLF Emporio, 4 Nelson Mandela Marg, Vasant Kunj, New Delhi – 110 070.

- **MTM (Made-To-Measure):** Cardmembers to get a Complimentary ISAIA Shirt worth INR 40,000 with Suit / Jacket purchase(s) worth minimum INR 3 Lacs and above from the MTM (Made-To-Measure) service.
- **RTW (Ready-To-Wear):** Cardmembers to get a Complimentary Tie worth INR 15,000 on Suit / Jacket purchase(s) below INR 3 Lacs from the RTW (Ready-To-Wear) Collection.
- **RTW (Ready-To-Wear):** Cardmembers to get a Complimentary Tie worth INR 15,000 + a complimentary pocket square worth INR 8,000 – 10,000 on Suit / Jacket purchase(s) above INR 3 Lacs from the RTW (Ready-To-Wear) collection.
- Private in-store appointments for which the store will be shut down to other ISAIA clients
- Offer validity: 20 September 2022 – 31 March 2023 (both days included)

- There are no blackout dates for the offer.
- Cardmembers can avail these offers multiple times during the offer period.
- The offers are also valid for supplementary/ add on cards.
- Only Exchange is available. For RTW (Ready-To-Wear) collection, exchange can be done within 7 Days from the date of purchase (But if altered, exchange won't be possible). For MTM (Made-To-Measure), no Exchange or Refund is applicable.
- There are no product exclusions under the offer.
- Purchase amount (for complimentary gift) will be considered inclusive of taxes.
- For MTM (Made-To-Measure) services, delivery will happen within 5 – 6 weeks after payment.
- To avail these offers, cardmember needs to specifically call out the offer at the time of billing at the store.
- This offer cannot be clubbed with any other promotional offer at the store.
- Complimentary gift will be provided basis the product(s) purchased by cardmember. Cardmembers are required to reach out to merchant partner to check on the eligible complimentary gift on his/her purchase.
- Complimentary gift can be availed once per transaction/invoice.
- The complimentary gift will be given to cardmembers instantly at the time of purchase.
- Platinum Cardmembers can avail the offer for private in-store appointments by reaching out to Platinum Concierge Services.
- The maximum duration for private in-store appointment will be for 60 minutes.
- The store will be shut down to other ISAIA clients during this appointment, only if specifically requested.
- Maximum 4 people can be accommodated under single private in-store appointment.
- Cardmembers are required to make booking for private in-store appointment minimum 24 hours in advance.
- Private in-store appointment is subject to availability.
- There is no COVID protocol as such to be followed, masks will be preferable.

- In case of any queries, cardmembers can contact:
 - o Contact Name: Qumar Ahmed
 - o Email: Qumar@regalialuxuryretail.com
 - OR
 - o Contact Name: Ajitesh Dhaliwal
 - o Email: ajitesh@regalialuxuryretail.com
- Last date to raise queries regarding the offer is within 7 days from the date of purchase. All the queries will be responded to within 3 days from the day the query is raised.

Steps Or Process to avail the offer:

- To avail the offer, cardmember needs to specifically call out the offer at the time of billing at the store.
- Platinum Cardmembers can avail the offer for private in-store appointments by reaching out to Platinum Concierge Services.

Store location, address and timings wherever the offer is valid

City	Store
<u>NEW DELHI</u>	G133 DLF Emporio, 4 Nelson Mandela Marg, Vasant Kunj, New Delhi 110 070 Store timings: 11 AM to 9 PM

3. Escalation Matrix and timings of availability

Contact Level	Time from receipt of customer request	Contact Number + Email	Committed TAT for partner to respond to Cardmember/ Amex
Level 1	Qumar Ahmed	Qumar@regalialuxuryretail.com	24 hours
Level 2	Ajitesh Dhadwal	Ajitesh@regalialuxuryretail.com	24 hours
Level 3	Pratik Dalmia	pratik@regalialuxuryretail.com	48 hours

