



**BOSCH**

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PAN AAACM 9840 P  
CIN: L85110KA1951PLC000761

1<sup>st</sup> August, 2014

Dear Customer,

The points listed below are the terms & conditions governing disclosure and usage of personal information which have been furnished by you in the tertiary card programme of Bosch – the part of the warranty card that was given to the retailer at the time of the sale.

1. Bosch Limited (“Bosch”) informs the customer that the personal information (“Information”) voluntarily provided by the customer herein shall be utilized by Bosch in order to provide customer loyalty benefits to the customer.
2. Bosch will store the Information with all reasonable care so that no other unauthorized party will gain access to it. The customer understands that Bosch will utilize the Information for the sole purpose of providing its customer attractive loyalty benefits which may at the sole discretion of Bosch include lucky draws – the winner of which shall be delivered a gift or discounts on products for future purchases etc. It is the intention of Bosch to also store Information to ensure and improve its customer satisfaction services – parts of which may include enquiring with the customer about the functioning of the Bosch product purchased by the customer; reminding the customer to replace the



product when it nears its replacement period; understand the usage of Bosch product/s in the market (hereinafter collectively referred to as the “Loyalty Programme”). In short, Bosch would like to be associated with the customer throughout the lifetime of the product to better serve the customer in all aspects related to the products purchased by a customer.

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3. In order to carry out the above proposed Loyalty Programme, Bosch shall store the Information for a period of 10 years after which in the absence of further express consent of the customer to storing the Information, the Information will be destroyed.

4. The Loyalty Programme shall be open for all purchases within the territory of India

5. Eligibility criteria of the proposed loyalty programme

a. Customers purchasing Bosch batteries from dealers located in the territory of the Republic of India and possessing the receipt of the relevant purchase made.

b. Disclosure of valid, truthful Information by the Customer under this Loyalty Programme.

6. Reward

During the period of storage of the Information, Bosch shall conduct a lucky draw the winner of which shall be awarded with a ‘surprise gift’. Upon winning the gift, the customer shall be contacted by a representative of Bosch in order to get any other details required to deliver the gift to the customer.

7. Other terms and conditions

(i) Providing the Information on the card implies the unconditional acceptance of these terms and conditions and therefore, the customer is requested and expected to read the terms and conditions carefully before filling out the card.

(ii) The benefits of the Loyalty Programme cannot be transferred to another person.

(iii) Bosch will only be liable to verify the identification of a customer claiming any benefits of the Loyalty Programme through a generally acceptable document such as Driver’s License/PAN Card/Passport etc



8. The gift/benefit of the Loyalty Programme to the customer shall under no circumstances be redeemable for money. In case of a gift being offered to the customer under the Loyalty Programme, it shall be Bosch's sole discretion as to what the gift shall be.
9. Bosch shall not be responsible or liable for any consequential loss or damage or any injury that a customer may suffer as a result of participation in the Loyalty Programme or usage of the gift as it does not manufacture nor deal in the same. All risk shall be on the manufacturer of the products given as gifts.
10. Bosch makes no warranty or representation with regard to any gift delivered to the customer under the Loyalty Programme. Bosch specifically disclaims any implied warranties or merchantability and/or fitness for a particular purpose with regard to the gift.
11. The gift shall be covered by the warranty conditions of its manufacturer alone. The warranty conditions of the manufacturer of the gift would accompany the gift upon its delivery.

In view of the above, any claims regarding defects in the gift/warranty on the gift is to be taken up with the manufacturer of the gift alone and must under no circumstances be directed at Bosch.

12. The customer shall have the right to request Bosch to destroy the information at any point of time and Bosch shall oblige upon request.
13. The decision of Bosch in respect of all matters connected with the Loyalty Programme shall be final and binding.
14. All disputes shall be subject to courts of competent jurisdiction in Bangalore.

Yours sincerely

Bosch Limited