

Zomato gift cards (each a “Gift Card”) are issued by Pinelabs Private Limited (“Pinelabs”), a private limited company incorporated under the laws of India, and is authorized by the Reserve Bank of India ('RBI') under the Master Directions on Prepaid Payment Instruments (“PPI Master Directions”) to issue gift cards with Zomato Limited (“Zomato”) as the co-branding partner. 1. By purchasing the Gift Card on the Zomato Platform (as defined below), using or redeeming a Gift Card, the User is agreeing to accept and to be bound by these terms and conditions, as updated or modified from time to time. 2. The Gift Card bears a 16-digit electronic PPI number along with a 6-digit pin. 3. The Gift Cards can be redeemed towards the purchase of eligible products only on the Zomato website and mobile application (“Zomato Platform”). 4. Once the Gift Card is purchased, the User cannot cancel it, return it, seek a refund for it or redeem the Gift Card for cash or credit, except where required by applicable laws. 5. As a pre-requisite to redeeming the Gift Card, the User will be required to add the value stored on this Gift Card into their valid account on the Zomato Platform (“Zomato Account”). The loading of the Gift Card onto the Zomato Platform shall constitute a registration of the User with Pinelabs. 6. The balance in the Zomato Account shall be deducted when the User makes purchases on the Platform. 7. The Gift Card can be combined with promotional codes and with other digital payment options, at Zomato’s or its affiliate’s discretion. 8. The Gift Card cannot be used to purchase other gift cards. 9. The Gift Card cannot be reloaded or redeemed for cash. 10. The unused Gift Card balances associated with a Zomato Account cannot be transferred to another Zomato Account. 11. The Gift Cards may only be purchased in denominations ranging from INR 500 to INR 10,000, or such other limits as Pinelabs/Zomato may determine. 12. In case of multiple Gift Cards being loaded to a User’s Zomato Account, the Gift Cards having the earliest expiration date will be applied to the User’s purchases on the Platform first. 13. There is no fee or other charges associated with the Gift Card purchase on the Zomato Platform. 14. No interest will be payable by Pinelabs on any Gift Card or Gift Card balance. 15. The Gift Card is valid for a period of 4 (four) years from the date of activation of the Gift Card. 16. The Gift Cards are normally delivered instantly. However, there may be delays in the system upto seventy-two (72) hours. 17. Credit and debit cards issued outside India cannot be used to purchase a Gift Card. 18. Gift Card usage information shall be available on Zomato Platform to the User. 19. While redeeming the Gift Cards, if the User’s purchase on the Zomato Platform exceeds the balance in the User Zomato Account, the remaining amount must be paid by the User through credit card, net banking, debit card or other digital payment methods available on the Platform. 20. The User agrees and understands that the Gift Card is a prepaid payment instrument regulated by the RBI. Under the applicable laws, Zomato / Pinelabs may be required to share the details of the Gift Card purchaser/ redeemer and/or any other information in relation to the redemption of the Gift Cards and/or transaction undertaken using the Gift Cards, with RBI or other governmental/ statutory authorities. Zomato/ Pinelabs may contact the purchaser/ redeemer (as the case may be) of the Gift Cards for any such information. By registering the Zomato Gift Cards, the User explicitly gives their permission for the usage of their personal information to comply with RBI guidelines and regulations. 21. The User agrees to provide truthful and accurate information during the purchase of Gift Cards. Zomato may contact the User for further information and documents from the User to comply with KYC and anti-money laundering guidelines issued by RBI from time to time. 22. Zomato reserves the right to change the Gift Cards terms and conditions from time to time at its discretion and without prior notice to the User. 23. If the Gift Card is non-functional, the User’s sole remedy (and Pinelabs/ Zomato’s sole potential liability) shall be the replacement of such Gift Card, for the value remaining in the non-functional Gift Card. 24. Zomato shall consider requests for blocking of Gift Cards only from Users who have registered in accordance with the terms above. 25. Any cancellations shall be at the sole discretion of Zomato. 26. Zomato reserves the right to deny accepting any Gift Card if it suspects that there is duplicity of Gift Card. 27. Zomato reserves the right to void the Gift Card, close customer accounts and take payment from alternative forms of payment if (a) a fraudulently or unlawfully obtained Gift Card is redeemed and/or used to make purchases on the Zomato Platform, and/or (b) the beneficiary/KYC details as per RBI guidelines are found to be incorrect/insufficient. In such cases, the funds shall be credited back to the same source from where these were received from. 28. Fraudulent/unlawful/misuse of Gift Card shall result in

cancellation of order, which has been made using the Gift Card without any liability of Zomato. 29. In case of any cancellation of orders purchased using Gift Cards, the amount will be added to the User's Gift Cards balance. 30. The User is solely responsible for the safety and security of the Gift Card. Further, once the Gift Card has been sent to the User, the User is bound to protect the Gift Card's 16 digit code and 6 digit PIN as the same constitutes confidential information. Zomato/Pinelabs shall not be responsible to provide new Gift Cards in the event (a) this confidentiality obligation is breached by the User, or (b) Gift Card is lost, stolen or used without permission or unlawfully. 31. User agrees to indemnify Zomato/ its Affiliate, officers, directors, from all claims brought by any third party against Zomato/ its affiliates, officers, directors, arising out of or in connection with any breach of these Terms. 32. Zomato does not warrant that the services and products provided to the User pursuant to these terms and conditions will be free of interruptions, errors, bugs, viruses, or security problems. 33. Neither Pinelabs nor Zomato makes any warranties, express or implied, with respect to Gift Cars including without limitation, any express or implied warranty of merchantability or fitness for a particular purpose. 34. Zomato makes no representation or warranty that the Platform will always be accessible without interruption. 35. In no event shall the liability of Zomato for any claims arising by the purchase or usage of Gift Cards exceed the value of the respective Gift Card. 36. The User may write to giftcards@zomato.com for any support with regards to usage of the Gift Cards. 37. Pinelabs contact Information. Customer service contact number: 1800 102 4438. Website address: www.qwiksilver.com 38. Please refer the Customer Grievance policy for dispute resolution, unauthorized transactions and liability related aspects at Grievance Policy - qwiksilver2024 39. The courts at New Delhi shall have exclusive jurisdiction for any disputes arising in relation to Gift Cards.