

Definitions For the purpose of these Terms: “AJIO Platform Terms” means and includes AJIO Platform Terms and Conditions available at: <https://www.ajio.com/help/termsAndCondition>, AJIO Platform Returns and Refund Policy available at: <https://www.ajio.com/return-refund-policy> and AJIO Platform Privacy Policy available at: <https://www.jio.com/en-in/privacy-policy> and AJIO Platform Fees and Payment Policy available at: <https://www.ajio.com/fee-payment-promotion-policy> as updated from time to time on the AJIO Platform. “AJIO Platform” means the AJIO website <https://www.ajio.com/> (“AJIO Website”) and the AJIO Luxe website <https://luxe.ajio.com/> (“AJIO Luxe Website”) including their corresponding mobile applications on iOS and Android connected to the aforesaid website(s) managed and/or operated by Reliance “Customers” means Individuals purchasing Eligible Products on AJIO Platform. “Date of Issue” means date of purchase of the E-Gift Card after making payments in relation thereof. “Eligible Products” means products listed for sale on AJIO Platform that can be purchased by the Holders by redeeming the E-Gift Card and excludes all Excluded Products. “Excluded Products” includes, but are not limited to: (1) H&M (Hennes & Mauritz) branded products, if any, listed on the AJIO Platform; (2) Gold and/or Silver idols, coins, fine jewellery and all other form of precious metals, if any, listed on the AJIO Platform; and (3) any other products that Reliance may exclude at its sole discretion. “Holders” means any Customers holding a valid E-Gift Card issued under there Terms. “Individuals” mean all individual legal residents of the Republic of India aged 18 or above with a valid phone number and an e-mail address. “Reliance” means Reliance Retail Limited incorporated under the laws of India and having its registered office address at 3rd Floor, Court House, Lokmanya Tilak Marg, Dhobi Talao, Mumbai - 400002, Maharashtra; “Validity Period” means 1 (one) year from the Date of Issue. Terms of redemption This E-Gift Cards issued under these Terms is redeemable exclusively only for the purchase of Eligible Products on the AJIO Platform and cannot be used for any other purpose. The E-Gift Cards is valid for the duration of the Validity Period (defined above) and must be redeemed within this period. Any unused balance post-expiry of the Validity Period shall be forfeited without any recourse to any refund or extension in any manner. The E-Gift Card issued under these Terms: cannot be used to purchase other gift cards available on the AJIO Platform or any other platforms either owned, managed and/ operated by Reliance. cannot be redeemed for either cash or credit and cannot be reloaded under any circumstances. cannot be redeemed for the purchase of any Excluded Products. cannot be used on/after the expiry of the Validity Period and the same is rendered irredeemable on AJIO Platform on/after expiry of the Validity Period. are non-transferable, non-negotiable, non-exchanged for value and cannot be resold for either cash or credit. For the redemption of the E-Gift Card on AJIO Platform, every Holder shall be required to add the value stored on such E-Gift Card into the Holder’s AJIO Wallet account as AJIO Cash. Once the value of the E-Gift Card is added as AJIO Cash to Holder’s AJIO Wallet account, then such added AJIO Cash is not transferable to any other account nor to any bank account and will have to be redeemed for purchase of Eligible Products on AJIO Platform only. The loading of the E-Gift Card onto the user’s AJIO Wallet account shall constitute registration of the user on the AJIO Platform. Once the value of the E-Gift Card is added as AJIO Cash in the Holder’s AJIO Wallet then such added AJIO Cash will have a total validity of 365 days from the date of adding the value of the E-Gift Card in the Holder’s AJIO Wallet as AJIO Cash and such added AJIO Cash can be redeemed for purchase of Eligible Products on AJIO Platform only, during this validity period of 356 days mentioned herein. If the value of the Eligible Products ordered on AJIO Platform (“Order Value”) is less than the total amount of the E-Gift Card, the outstanding balance (after deduction of order value) will reflect as AJIO Cash in the Holder’s AJIO Wallet account and can be used for subsequent transactions on AJIO Platform for purchase of Eligible Products. If the Order Value exceeds the E-Gift Card amount, then the balance amount must be paid by the Holder and the Holder acknowledges and agrees to pay any balance amount of the cost of the Eligible Products being purchased on AJIO Platform. All orders for purchase of Eligible Products on AJIO Platform by using the E-Gift Card are subject to availability of the Eligible Products at the time of purchase and will be governed by the AJIO Platform Terms. In case of return of the Eligible Products purchased on AJIO Platform, please refer to the “Cancellation, Return, and Refund” policy AJIO Platform or contact AJIO customer care at: customercare@ajio.com or Selfcare section on AJIO Platform:

<https://www.ajio.com/selfcare>. Once the E-Gift Cards have been issued to the Holder under these Terms, the Holder is solely responsible for the safe custody and security of such E-Gift Cards. If the Holder misplaces the E-Gift Card due to the Holder's own default or negligence or if E-Gift Cards issued to the Holder is either lost, stolen or redeemed without Holder's permission due to the Holder's own default or negligence, then Reliance shall not be responsible in any manner whatsoever to either reimburse, replace or refund the same to the Holder either in cash or otherwise. Except as expressly mentioned in these Terms (including the AJIO Platform Terms) Reliance assumes no responsibility for the Eligible Products purchased using the E-Gift Card on AJIO Platform and any liability thereof is expressly disclaimed, unless expressly agreed herein. Any Eligible Products related warranty shall be regulated by the product specific terms and conditions mentioned on the warranty card of respective products. All taxes, duties, levies or other statutory dues and charges, if any, leviable and payable in connection with the redemption of the E-Gift Card on the AJIO Platform and purchase of Eligible Products shall be borne solely by the Holder. General Terms Reliance may be running various promotional programs, contests or campaigns during the Validity Period of the E-Gift Card. By purchasing the E-Gift Card and/or redeeming the E-Gift Card on AJIO Platform the Customer and/or Holder will not automatically be eligible to receive any benefit, rewards or prize awarded in any other promotional programs, contests or campaigns unless the Customer and/or Holder specifically participates in each of those promotional programs, contests or campaigns separately by accepting their respective terms and conditions. The Customers and/or Holder hereby agrees and acknowledges that Reliance may, at our sole discretion with/without any form of advance notice: (a) seek further information and details with respect to the purchase of the E-Gift Cards and/or redemption of the E-Gift Cards on AJIO Platform for availing the benefits in relation thereof; or (b) restrict/disqualify/blacklist the Customer and/or Holder from the purchasing E-Gift Cards and/or redemption of the E-Gift Cards on AJIO Platform and availing the benefits in relation, including cancelling any order that has been placed using the E-Gift Card, in case there is any alleged/ proved default, negligence, willful omission, fraud (including any fraudulent/ suspicions transactions on AJIO Platform) or violation of any applicable laws and/or these Terms (including AJIO Platform Terms) on part of or which is attributable to the Customer and/or Holder. Reliance reserves the absolute right to cancel the E-Gift Card if the Customer and/or Holder is found to have engaged in any form of fraudulent activities and/or violation of these Terms (including AJIO Platform Terms), and/or misuse of the E-Gift Card. Any such cancellation of the E-Gift Card under these Terms shall be final and binding. Reliance reserves the right to determine all aspects of the E-Gift Cards and these Terms, and may at its sole discretion and/or due to any business exigencies and/or changes by a regulatory authority and/or statutory changes and/or any reasons beyond Reliance's control, either change, amend, modify, add, delete, remove, restrict, alter, discontinue, withdraw, cancel, revoke the E-Gift Card, in full or in part, at any time without any advance notice to the Customer and/or Holder and the same shall be binding on the Customer and/or Holder. Reliance reserve the right to either change, amend, modify, add, delete, remove, restrict, alter, or discontinue any portions of these Terms at its sole discretion and/or due to any business exigencies and/or changes by a regulatory authority and/or statutory changes and/or any reasons beyond Reliance's control, without any advance notice and such changes shall be made applicable when they are posted. The Customer's and/or Holder's continued purchase of the E-Gift Card and/or redemption of the E-Gift Cards on AJIO Platform for availing the benefits in relation thereof following the changes or updates of the Terms will mean that the Customer and/or Holder have read and accepts the changes or revisions to the Terms and agree to abide by it, and hereby waive any right to receive any form of specific notice in relation thereof. The Customer and/or Holder hereby agrees to fully indemnify and hold harmless Reliance from and against all damages, liabilities, costs, expenses, claims, suits and proceedings that may be suffered by Reliance as a consequence of: (i) violation of these Terms by the Customers and/or Holder; (ii) violation of applicable laws by the Customers and/or Holder; (iii) any action or inaction resulting in willful misconduct or negligence on part of the Customers and/or Holder. The Customer and/or Holder agrees that these Terms shall be governed by and construed in accordance with the laws of India and courts at Mumbai, Maharashtra shall have exclusive jurisdiction to decide over any disputes/ controversy arising out of or in relation to the

E-Gift Cards issued under these Terms. The purchase of the E-Gift Card and/or any redemption of the E-Gift Card on AJIO Platform is subject to force majeure circumstances including without limitation to floods, fire, storm, natural disasters, war, act of terror, political unrests, epidemic, pandemic, technical snags, technical glitch, act of God or any circumstance beyond reasonable control of Reliance (“Force Majeure Events”). Reliance shall not be liable for any delay or adverse effect caused as a result of any Force Majeure Events to the Customer purchasing the E-Gift Card and/or Holder redeeming the E-Gift Card on AJIO Platform. In the event of any occurrence of Force Majeure Event, Reliance reserves the right to either withdraw, cancel or revoke the E-Gift Card and any benefits in relation thereof. Failure by Reliance to enforce any of these Terms in any instance shall not be deemed to be a waiver of any rights or remedies available to Reliance under the applicable laws and shall not give rise to any claim by any person. All rights not expressly granted herein are hereby reserved by the Reliance. These Terms constitute an electronic record within the meaning of the applicable law. This electronic record is generated by a computer system and does not require any physical or digital signatures. The Customer and/or Holder acknowledges that by purchasing the E-Gift Cards and/or redeeming the E-Gift Cards for purchase of Eligible Products on AJIO Platform, they are deemed to have completely read these Terms and accepted these Terms as fair and reasonable, without any dispute. The AJIO Platform may include links to third-party websites. In case any Customer and/or Holder is redirected to any third-party website, then the Customer and/or Holder acknowledges that Reliance does not control such third-party website and assumes no responsibility for the content of such third-party website and any liabilities thereof is wholly disclaimed. Any information provided by Customer and/or Holder on such third-party website shall be governed by such third-party website Terms of Use and Privacy Policy. Customer and/or Holder access to or any other act on such third-party website shall be entirely at Customer and/or Holder sole risk and responsibilities. In no event will Reliance or its affiliates, directors, employees or agents be liable to the customer and/or holder or any third party for any direct, indirect, consequential, exemplary, incidental, special, or punitive damages, including lost profit, lost revenue, loss of data, or other damages of any kind whether based in contract, tort or otherwise, arising from or are in connection with: (1) the customer’s and/or holder’s use of the e-gift cards and availing any benefits under the e-gift cards; or (2) technical problems of any kind which may limit or prevent any customer’s and/or holder’s from purchasing e-gift card and/or redemption of the e-gift cards on ajio platform and availing the benefits in relation thereof; or (3) the allocation or enjoyment or loss of benefits under the e-gift cards; or (4) any misuse of the e-gift card due to loss of any such confidential details; or (5) any other events beyond Reliance control that may cause the purchasing of e-gift card and/or redemption of the e-gift cards on ajio platform to be disrupted or corrupted or may lead to loss of any benefits in relation to the redemption of the e-gift cards. On purchase of the E-Gift Cards and/or on redemption of the E-Gift Card on AJIO Platform during the Validity Period, Reliance may exchange electronic versions of documents, data, e-mails, and other messages with the Customers and/or Holders using commercially available software. Further, for Customers and/or Holders benefit, Reliance may use cloud-based and other service providers, and various devices and media, to store Customers and/or Holders data, communicate with Customers and/or Holders, and perform other data handling and management related activities in connection with the E-Gift Cards and benefits in relation thereof. Such communications and media can be vulnerable to attack from viruses, malware, other destructive electronic programs, invasions of privacy, or other intrusions or breaches. Reliance undertake reasonable and appropriate security measures and programs to protect the security of these communications and data against such threats, and to select qualified suppliers of such services. Note that Reliance’s security software may occasionally reject a communication that Customers and/or Holders sends, or Reliance in turn may transmit something to Customers and/or Holders that is rejected by Customers and/or Holders computer system, potentially resulting in delays. Reliance cannot, however, guarantee that Reliance’s communications and documents will always be virus-free or immune from such risks, and for that reason, Reliance ask for Customers and/or Holders consent to Reliance’s use of e-mail, cloud-based and other service providers, media, and platforms for the storage of documents and data, and to communicate with Customers and/or Holders, as described in

this paragraph. Customer's and/or Holder's purchase of E-gift Cards and/or redeeming the E-Gift Card on AJIO Platform confirms that consent. If Customers and/or Holders would prefer, despite the potential cost and inconvenience, that Reliance avoid using e-mail, cloud platforms or other similar suppliers, or that Reliance follow special instructions or utilize client-specified encryption procedures, Customers and/or Holders agrees to promptly notify Reliance in writing on such limitations or requirements.