

SAMSUNG



Terms and conditions

Genie-on-call

Story-appointed Genie Buddies shall respond to the Genie-on-call request within 48 hours of the initiation of request by the member.

Story will only be responsible for providing the Genie-on-call services limited to the exhaustive list of services provided in the Brochure, and on the terms available on the Android App Platform. This is only a facilitation service.

Story shall not be liable or responsible for providing services outside the scope of the list of exhaustive services mentioned under the program brochure.

All payments to the 3rd party service providers after reference shall be made by the member directly to such 3rd party service providers and no such payment will be made by Story.

The acceptance of a service request is subject to the payment of an advance amount as specified by Story.

However, the member is entitled to an acknowledgement via app/email/electronic format for any monetary transaction or other valuables handed over to an authorised representative of Story only.

It will be Story's attempt to provide the best quality of service providers, but Story will not be responsible for any acts, omissions, errors or consequences thereof resulting from services provided by any 3rd party service providers.

Story shall stand indemnified in case the members sue or commence any legal action for damages due to deficiency in services provided by the 3rd party for execution of services.

Story, at its sole discretion, may accept requests/instructions from the members over the telephone or through any other method that does not require the member's explicit instructions in writing, during execution of member's request. Hence, the member accepts the risk that Story may accept and process instructions purported to be issued by the member. Story will therefore not be held liable for any loss or other consequences of acceptance of such instructions.

Story will not be responsible for any direct/indirect damage/loss/injury caused due to the 3rd party supplier.

It is understood that the present service is an exceptional service, we therefore do not guarantee the success of any referred party and in some cases we might not recommend any 3rd party service provider in a particular area for which you will not hold Story liable. We also reserve the right to deny any particular service at our sole discretion and without any liability.

Story reserves the right to cancel the services in case of misuse of the privilege service.

Service requests are to be made by authorised members only. Story will not be responsible for either denying such request to an unauthorised person or providing a service to an unauthorised person believing them to be authorized by the member.

It is understood that the value/cost of referred 3rd party service providers may vary. Members accepts the responsibility to enquire/be advised of these charges, and will be under the obligation to make payments for all services availed and/or any additional charges levied by any 3rd party service provider.

The member accepts that they must pay the full amount (inclusive of all charges), on demand by Story. Story reserves the right to prevent the member's use of the services and also proceed in any manner available to Story to recover the outstanding payments from the member.

The member accepts the responsibility to exercise proper care and take necessary precautions in the acceptance of the services, and undertakes to take all necessary precautions to protect life and property during the availing of any services.

Story will not be responsible for any loss, damage or injury caused by virtue of the member utilising the services of Story, its staff or affiliates, etc.

In case of any additional charge levied by Story in executing its services, an invoice of the same will be made available to the member who shall directly transfer the same into the authorised current bank account of Story only and to no other representative, Story's employees or affiliates, etc.

You are requested to refer to the "Overall T&C" on the President's Club app for complete details.

We care

Healthgram

- The Health & Wellness package is limited to regular health check-ups and does not include services in case of medical emergencies
- Once placed, an order cannot be cancelled or transferred
- In case of tests done over and above what is mentioned, an additional cost would be incurred, to be paid directly at the centre to home collection representative
- Please book in advance to avoid cancellation by the centre

- Story takes responsibility for the facilitation of health and wellness consultation services. The accuracy and/or correctness of such consultation is dependent on the centre.
- In case of cancellation by partner, points will be forfeited
- Details of the person should be mentioned correctly
- The appointment slot will be released in case of the late arrival of the patient and they will be treated as a walk-in patient
- For detailed T&C, refer to App

Fitnessgram

- Membership, once purchased, cannot be returned or cancelled
- Member to follow norms laid by gym/fitness centre
- Gym policies and guidelines for member's do's and don'ts will be applicable and acceptable
- Once the voucher/membership is activated, the access facility is valid for up to 6 months
- In case of any lockdown, gym policies will be referred and will be considered final

For detailed T&C, refer to the app

Family indulgences

Royal affair/ Luxe dine-in / City feasts / World of grill

- Redemption is on a per PAX basis
- The members will have options to choose from a pre-selected panel of restaurants and pre-selected menu in said restaurants
- Bookings will be provided as per the availability at the particular restaurant
- Any changes in the offered package will be accommodated as per restaurant policy
- Orders, once placed, cannot be cancelled or restaurant decision will stand final
- We will make our best efforts to ensure your priority table booking subject to your arrival at the venue on time - late arrival may lead to a longer waiting period

- No guarantee of a preferred table or no waiting period during peak times
- Please book in advance for a confirmed booking
- The restaurant does not permit outside eatables
- Member to follow all Covid-19 norms laid down by the government and restaurant
- In case of cancellation by partner, points will be forfeited
- Costs over and above the per PAX amount to be borne by Member
- Members are requested to refer to the overall T&C on the app

Kids paradise

- Please book in advance for a confirmed booking
- Member to follow all Covid-19 norms laid down by the government
- Game card(s) cannot be exchanged for cash
- In case of cancellation by partner, points will be forfeited
- Story is not responsible for the loss, theft or damage of cards.
- Member can avail of a kid's meal amounting to the meal coupon, or pay the difference directly at the restaurant
- Parents are requested to accompany their kids throughout the activity
- Age group allowed as per Game Zone
- Members are requested to refer to the overall T&C on the app

Powerful/delicate luxury

- Booking cannot be cancelled or postponed
- In case of a vehicle breakdown, Story will coordinate with logistic partner for possible solution at that hour.
- The logistic company holds the right to cancel the journey in case of inappropriate behaviour

- Cab will be available for 4 hours, it can be used for one-way or two-way travel
- In case travel hours increase beyond 4 hours or 60 km, the cost of the same is to be borne by the Member as per the rate suggested by the logistic Member
- Time spent in traffic, road diversions or natural or man-made calamities will be counted in the total travel time
- Only advance bookings will be considered
- In case of no-show, the customer will not be entitled to a refund
- In case of cancellation by partner, points will be forfeited
- In case of early arrival, the vehicle will be arranged subject to availability
- The logistic partner provider or Story shall not be responsible and/or liable for any damage caused to the client due to reasons beyond the control of the cabs (force majeure/vis majeure). The maximum liability for which The Cabs may be held liable shall under no circumstance exceed the amount paid or payable for the said travel booked through Story
- Story will try its best to arrange for the desired car, however, it does not guarantee the car model or make that will reach the Member for pick up
- Members are requested to refer to the overall T&C on the app

Capturing and making memories

- Only advance bookings will be considered
- In case of cancellation, points will be forfeited
- MUA artist and photographer will be booked by Story.
- Destination for photo shoot to be confirmed by the Member at the time of booking
- In case it is a chargeable place, the expenses are to be borne by the Member
- Member will be given a preference to choose picture which they may get framed.
- Photographs taken during the event will be at the discretion of the photographer, although every effort will be made to comply with the client's requirements

- Photographer and MUA artist will be at the location at the time specified
- Members are requested to refer to the overall T&C on the app

Golf club access

- Membership, once activated, cannot be cancelled.
- In case of any dress code mentioned by the club, the same needs to be followed
- All Covid-19 norms laid down by the government are to be followed
- Policies will differ from club to club - the Member needs to follow all the policies, rules and regulations to access the facilities
- The golf club reserves the right to suspend membership in case of misconduct or discrepancy
- Prior appointment is mandatory
- No club membership rights or voting rights, only time-bound access to club facility.
- Member can't take family/ guests for games, and dine-in will be on a paid basis at the discretion of CLUB
- Members are requested to refer to the overall T&C on the app

Delights

- This voucher/card is non-refundable and cannot be exchanged for cash in part or full
- Each voucher as per the brand will have limited and fixed validity
- Voucher validity is set by the brand and cannot be extended
- Any loss, damage, theft or any unauthorized use of these cards is the sole responsibility of the Members.
- Vouchers provided are valued vouchers and can be used offline and online basis the brand policy
- Brand or store policy will be final and is to be followed at all times
- Members must agree to abide by the conduct set by the organisers
- Members are requested to refer to the overall T&C on the app

Entertainment

Platinum events

- Tickets will be redeemed from the President Club app
- Tickets will be booked via online aggregator platforms, Story will help in facilitating the same
- Tickets will be given based on availability
- In case tickets are sold out, points will be returned and redemption will stand cancelled
- Terms and conditions of the chosen event need to be followed by Members
- All Covid-19 norms and related policies need to be followed
- In case of cancellation, points will be forfeited
- Tickets, once issued, cannot be cancelled/transferred/exchanged
- Standard category tickets will be issued
- Platinum events category has capping of points
- Tickets are for personal use and not for resale
- In case of no-show, the customer will not be entitled to a refund
- In case of cancellation by partner, points will be forfeited
- Members are requested to refer to the overall T&C on the app

Binge-a-thon

- Members are requested to share valid mobile and email credentials to activate the plans
- Subscription plans, once activated, cannot be cancelled / reversed
- Availability of additional content/quality of output is dependent on the OTT provider
- The offer cannot be clubbed with an existing active plan on the same mobile no.

- In case of any disruption at the OTT provider's end, we shall try our best to offer the best possible solution/alternative
- Members are requested to refer to the overall T&C on the app

Next Gen

Little genius / Ancient math / Young masterminds / Shaping careers / Activity box

- Story in no manner guarantees the accuracy, standard, and/or correctness of these courses
- Subscription, once activated, cannot be cancelled
- Member to share all the required details of Kids to start a program at the time of redemption
- Member/kids have to avail the course service within 15 days of its delivery
- The issuance of a certificate at the end of any such course is the sole responsibility/discretion of the online web program offering the said courses
- Story requests members to follow Covid-19 protocols while receiving the goods/services
- All mentioned courses are available online for a fixed period, depending on the 3rd party vendor or brand
- Extension of the courses will not be possible
- Courses are time bound and need to be attended within the stipulated time
- In the case of the Activity Box, all the items and courses remain pre-set
- In case of loss or damage during transit, Story will not be responsible
- Members are requested to refer to the overall T&C on the app

Mrs. Right

Pamper hamper

- All products are pre-set and cannot be altered. Members are required to confirm their orders from the options provided by Story only.

- Orders, once placed, cannot be cancelled or postponed
- Images on the app are for illustrative/representative purpose only and actual products may vary in size and/or quality, usage, etc.
- Story will not be liable for any claim arising out of such difference in actual product or image
- All warranties and guarantees to be provided will be as per the manufacturer only
- Story does not warrant or guarantee the same and shall therefore not be liable for any such breach
- Member to redeem and/or place the request within the time period announced by Story
- Maximum one redemption per Member
- Members are requested to refer to the overall T&C on the app

Romantic getaways

- Bookings, dates and venue selections, once confirmed, cannot be cancelled or transferred
- Packages are for couples only
- Outside eatables are not allowed
- All hotel and restaurant policies to be followed
- All Covid-19 norms laid down by the government and hotel are to be followed
- Booking will be confirmed as per availability
- Members are to carry identity proof and at the time of check-in, in case the hotel asks for the same
- Hotel may deny check-in in absence of valid proof, and Story will not be liable for any such issues
- Advance booking is required to avail the privilege
- Story will share the best available hotel options
- Cost of items consumed and/or services availed over and above the mentioned inclusions is to be borne by the Member

- In case of no-show, the customer will not be entitled to a refund
- In case of cancellation by partner, points will be forfeited
- Members are requested to refer to the overall T&C on the app

Pursue your passion

- Story takes responsibility for the facilitation of e-learning certificate courses services to be provided to the member and their family. In no manner does it guarantee the accuracy, standard, and/or correctness of such courses.
- Learning courses will be decided by the chef
- The issuance of certificate at the end of any such course is the sole responsibility of the online web program offering said courses
- Classes will be conducted in batches
- Timings and venues may be flexible
- Overhead costs will not be borne by Story
- Classes cannot be shifted or cancelled
- In case of no-show, the customer will not be entitled to a refund
- In case of cancellation by partner, points will be forfeited
- Members are requested to refer to the overall T&C on the app

Travelopedia

Onederful India (festivals) / Explore India

- Bookings, once done, cannot be cancelled, transferred or rescheduled
- Bookings, once confirmed, will be assumed redeemed, no points will be returned
- Traveller details mentioned at the time of booking shall be considered final

- Tickets may be booked for any day during the event, as against specific dates
- Tickets will be standard category
- In case of a no-show/cancellation beyond TAT, it would be assumed redeemed
- No refund will be made in case of a no-show
- In case of cancellation by partner, points will be forfeited
- Cab facilities are available for pickup and drop and only
- Any cost of service / product not mentioned in the inclusion is to be borne by the Member
- Meals inside the venue are not included in the package
- Story will not be responsible for accidents, injury or loss suffered while attending an event
- All the Covid-19 norms laid down by the government and hotel are to be followed
- Vaccination norms, as set by state or country, to be strictly adhered to
- Travel options will be available subject to host city's guidelines at the time of redemption
- While Story will try their level best to ensure a safe travel, members are advised to clearly understand the risk of infection and Story will not be liable for any such loss, extended stay or quarantine, or any unforeseen event arising due to this
- Additional PAX cost to be borne by Member
- Cost of cancellation or refund of additional PAX to be paid by Member as per vendor guidelines
- No booking will be considered/ honoured on blackout dates
- Hotel options will be shared by the Story vendor
- Anything consumed and/or any services availed over and above the mentioned inclusions are to be paid by the Member
- The Member is solely responsible for any delays and/or alterations in the program, or expenses incurred directly or indirectly due to natural hazards, accidents, breakdown of machinery or equipment, breakdown of transport, weather, sickness, landslides, political closures or any untoward incidents
- Members are requested to refer to the overall T&C on the app

Globe-trot

- Bookings, once done, cannot be cancelled or transferred
- Traveller details, venue and dates mentioned at the time of booking shall be considered final
- Refer to hotel and restaurant policies separately
- All the Covid-19 norms laid down by the government and hotel are to be followed
- Bookings will be confirmed basis availability
- No booking will be considered/ honoured on blackout dates
- Advance bookings will be considered only once
- Hotel options will be shared by the Story vendors
- Anything consumed and/or any services availed over and above the mentioned inclusions are to be paid by the Member
- No refund will be made in case of a no-show
- In case of cancellation by partner, points will be forfeited
- The Member is solely responsible for any delays and/or alterations in the program, or expenses incurred directly or indirectly due to natural hazards, accidents, breakdown of machinery or equipment, breakdown of transport, weather, sickness, landslides, political closures or any untoward incidents
- The Member is solely responsible for any loss, injury or damage to person, property, or otherwise in connection with any accommodation, transportation or other services, resulting directly or indirectly
- As and when Globe Trot is unlocked, all the terms and conditions related to Covid-19 at the time are to be followed
- Members are requested to refer to the overall T&C on the app

Travel luxuries

- Only the member is permitted to enter the lounge, membership is not transferable
- Cuisine and drinks served at the lounge is at their sole discretion and at the expense of the Members
- Food preferences may not be applicable
- Passenger has to follow all the Covid-19 norms
- Passenger has to follow the rules laid by the priority pass lounges
- Participating airport lounges have no contractual obligation to announce flights, nor to remind guests of their flight boarding times, and eligible cardholders are solely responsible for abiding by boarding times stated on their flight tickets
- Visit <www.prioritypass.com> for a list of lounge details
- Members are requested to refer to the overall T&C on the app

Travel delight

- Bookings made are non-transferable
- Bookings containing incorrect customer details, flight details, terminal details and/or product selection may be considered void or may result in the service not being received
- No refund will be made in the case of a no-show
- Greeter/porter will manage up to 3 bags
- Passengers will be escorted up to the boarding gate
- Meet-and-greet service is only available at select domestic airports
- Members are requested to refer to the overall T&C on the app

Hall of fame

Learning and development

- Members are free to select courses from the available list
- Course and voucher duration cannot be changed
- Issuance of a course completion certificate will be done as per the terms and conditions of the service provider
- In times of Covid-19, Story requests its Members to follow all safety protocols while receiving goods/services
- Vouchers, once activated, cannot be cancelled
- Members are requested to refer to the overall T&C on the app

Get featured

- Story shall make all reasonable efforts to effect the publication in the language and mode of choice, but shall further be the authority to decide the final language and mode of publication, and no claims in this regard shall be entertained
- All dates and times of publication are tentative, and the same may be changed at Story's sole discretion or in the case of unforeseen circumstances
- Story shall collate the data/information required to be published from members and may add/alter/edit/amend etc. the same as per its own volition to create the final publication piece
- No claims with regards to quality of final publication piece shall be entertained
- Members shall be required to submit their own picture to be published along with the final piece. The size, quality, background, placement and/or anything else relating to publication of the picture shall be at the sole discretion of Story, and no claim with regards the same shall be entertained
- Use of full length/breadth of the A4 size page is not guaranteed, and the same may be decreased and/or borders, margins or such other places may be left empty as may be necessary to maintain the aesthetic of the publisher.
- In case of print and electronic media, the size of article may vary (A4 size is approximate)
- Photo size is passport size in case of print, in case of a digital page, the same will be adapted

- Story may ask members to re-submit all the data/information required, at any time and at its sole discretion. In case of failure to re-submit said data, Story shall be under no obligation to publish said article and/or refund member points
- Story will not be responsible for any direct/indirect damage/loss/injury caused to the member due to the final published content
- Members shall not have the right to publish/ re-publish the article without the permission of Story
- Members are requested to refer to the overall T&C on the app

Samsung surprises

- Products sent by Story are as per the eligibility criteria of the Members
- All products and gifts are pre-set and cannot be altered
- In case of any damage in transit, the same needs to be reported within 24 hours of delivery, with pictures on PC helpdesk ID
- All warranties and guarantees will be as per the manufacturer's rules - in case of any issues, Story will try its best to offer the best possible solution
- Any replacement in case of transit damage will be arranged within 20 days in case reported with 24 hours
- Members are requested to refer to the overall T&C on the app

Program support:

- President's Club Program app – Know about your privileges, points, news and much more, or leave a query on the app support chat
- Lifestyle Manager – For any program related query or assistance please reach out to your LSM between 10:30-7:30 PM from Monday to Friday
- Genie on Call
 - Make-a-wish and a Genie Buddy will be at your disposal 24x7 to fulfil all your requests
 - Genie Buddies will be available at toll-free no. 18001025754
 - Write a mail to the help desk ID for an enquiry
 - Get detailed T&C of President's Club privileges at <https://storyloyalty.com>

Member terms and conditions:

The President's Club Android App: Story shall make an Android-based application for The President's Club program so as to enable its chosen members to redeem points for the purchase of the goods and services facilitated by Story.

The President's Club Points (PC Points): Story shall not be responsible or liable for any errors on the Android app that may occur due to technical/back-end problems arising at the end of the host/domain provider, service provider etc.

Story shall not be responsible or liable for any errors with respect to the loading, adjusting, or redeeming of existing reward points being purely a software/technical issue. In case a member redeems more than allocated points due to any error then Story has all the right to take the corrective action by re-allocating the points and cancelling the redemption.

Story shall not be responsible for any loss/damage occasioned to the members due to any error, shortcoming etc. arising from any network issues, device/hardware/software issue(s) etc. at the member's end.

Story shall not be responsible for any claims that may arise due to cancellation of PC Points and/or erroneous deduction of any PC points arising therefrom being purely a software/technical issue. It is hereby made clear that the PC points are to be used for lawful and moral purposes only and cannot be transferred to anyone other than family members (first of kin i.e., father, mother, children) of the member upon production of proof of such relation.

Further, the PC points and the privileges arising therefrom shall not be transferable to any other member/member's employee or other dealers, friends, etc. PC points cannot be converted into cash rewards, and points are only for the purpose of program redemption and cannot be compared to or computed as actual currency. The benefits of the program are for personal consumption purposes and Story will not be responsible or liable for the use of any such points or services by members for any illegal/unauthorised activities or other non-personal use or for the purpose of payment of a bribe or repayment of any debt, etc.

Lifestyle manager (LSM) and how to avail the privileges:

A Lifestyle Manager shall be appointed for the facilitation of members by Story. However, no claims against Story shall be entertained in case the Lifestyle Manager is unavailable or is unable to respond to the calls or queries of the member due to unforeseen circumstances (such as accidents, personal family urgency, disease, etc.) beyond the reasonable control of Story.

In case of any emergency, please leave a query on the PC mobile app

LSMs will only be available 5 days a week from 10:30 am to 7:30 pm (excluding key festivals/gazetted holidays).

Members are encouraged to use the Program app for all kinds of communication.

In order to avail any privilege under The President's Club Privilege Program, the following timelines must be observed:
 Iterated below are the tentative delivery timelines post redemption and confirmation of any goods, services or package:

Products and services	Delivery timeline
Genie-on-Call	48 hours (may vary from request to request)
Family indulgences - Dining, Chauffeur-on-call	10 days
Entertainment Family indulgences - Capturing and making moments, Delight vouchers Hall of fame - Learning and development Next-gen We care Travelopedia - Travel luxuries, Travel delight	15 days
Family indulgences - Golf club access, Family surprises Hall of fame - Get featured Mrs. Right Travelopedia - Onederful India, Domestic travel	30 days
Travelopedia - International travel	60 days

Please note that the above TAT are basis the below T&C -

- Above are the suggested TAT to help us serve you better and stay in line with your expectations
- Subject to the other conditions provided in this T&C, Story shall make its best effort to provide the goods and services as per the given TAT, barring delay in case of unforeseen circumstances
- All TAT shall commence from the date of receipt of complete information, or such additional information as may be required by Story for delivery of goods and services
- All TAT days shall be limited to working days only and national/reserved and/or other holidays shall be excluded

- Story shall not be responsible for any delay caused due to any force majeure event beyond its control, including but not limited to war, armed insurrections, local circumstances, pandemics/epidemics, lockdowns, computer errors, earthquakes, floods, fires, etc.
- Genie-on-call will respond to your request within 48 hours (working days) though the same may vary subject to the nature of the product and services

Exemption from liability in case of contraction of Covid-19

Story is only responsible for facilitating the delivery of goods and services to the members. In case any member and/or their family member or any other person contracts Covid-19 during the delivery of goods or execution of any task or provision of any services, Story shall not be held liable for any loss/damage caused due to such contraction. It is understood that the members are solely responsible for employing adequate protection and safeguards against Covid-19.

The above TAT is only tentative, and may be followed during non-Covid-19 times only. Delays are possible due to lockdowns, any rules laid down by the Central or State Government and/or any other situation beyond the control of Story.

Products and gifts

It is advised that upon receipt of the goods, members immediately open the package and check the condition, quantity, properties etc. of the products ordered, and further check whether the products match the description.

In case of any issues in delivery/wrong delivery/damaged delivery, the members are required to connect with Story's representative/LSMs within 24 hrs of the delivery, and provide a picture of the product, beyond which such claims shall not be entertained.

Decision to replace, reverse pick up/provide spare parts lies with the 3rd party. Story will be only liable to take up this issue with them and no further.

Attempts shall be made by Story to deliver the replaced product within 30 days of intimation, but the same shall ultimately depend upon the return/replacement policy of the manufacturer/3rd party service provider of such product.

Therefore, Story will not be liable in case of any claim arising from such delay in product return/replacement. Further, in case of failure to replace/return the goods by the 3rd party service provider/manufacturer or non-availability of such goods, original product or due to any other reason, Story may give a replacement product/service to the member at its sole discretion and it shall not be liable for any deviation.

No replacement shall be deemed confirmed unless the prescribed delivery confirmation has been received in writing to the

member. In case of any charge levied by Story in executing its services, an invoice of the same will be made available to the member who shall directly transfer the same into the authorized current bank account of Story, and to no other representative etc.

All invoices/bills for goods/services redeemed by members will be provided at the time of delivery. Members are requested to crosscheck the warranty card during the delivery if applicable. Story shall not be liable for any loss caused due to non-supply of the warranty card.

Installation/additional charges

In case any additional charge/installation charge is levied by any 3rd party service provider for rendering its services, the same shall be directly paid by the member to the 3rd party service provider.

Story will not be liable for any such levy or entertain any queries on any such levy. Members are expected and requested to refer to the official webpage or contact the 3rd party service provider in case of any such queries. No disputes relating to the same will be entertained by Story.

In case of any additional charge levied by Story in executing its services, an invoice of the same will be made available to the member who shall directly transfer the same into the authorized current bank account of Story, and to no other representative etc. either of Story, or its employees or affiliates.

Story is only responsible for its reasonable attempt in reaching and connecting the members with the requisite merchant/3rd party service provider on redemption of the credit points, who shall then directly provide the goods and services to said member. It shall therefore be the sole liability/responsibility of such 3rd party service providers to ensure the quality of goods and services provided by it.

Story shall not be liable for the quality/standard of such goods and services provided by the 3rd party service provider/merchant. Story does not accept liability for any consequences arising from any deficiency or delay in the providing the goods and services by the 3rd party service provider from its end. However, Story shall make all reasonable attempts to offer and/or provide alternative goods/services for the delayed goods/services.

Limitation of Liability - Under no circumstances shall the liability of Story exceed the value of goods provided to the member.

It must be understood that all images on the Android application/WhatsApp images/emailers are for illustrative/representative purpose only and actual products may be different in size and/or quality or usage, etc.

Story will not be liable for any claim arising out of such differences in actual products and images. Please note that the colours of items and products may depend on your monitor and may not be correctly displayed.

Story cannot and does not guarantee the quality, availability, safety and/or accuracy of the goods or services offered by 3rd party service providers and will not be liable for any resulting personal loss or damage.

Story shall not be liable for damage, injury, etc. caused due to supply of any damaged or faulty goods, merchandise or service by the 3rd party service provider. Story will not be liable in case a member sues or commences any legal action for damages due to any manufacturing defect, deficiency in services, expired goods, quality, quantity, potency, purity, standard of goods or any other shortcoming and/or deficiency in the goods or services provided by 3rd party service providers. The availability of products and other items is subject to availability at the supplier's end. Upon successful delivery of the good(s), no changes in size, colour and or other factor(s) will be entertained by Story.

Courts in New Delhi shall have exclusive jurisdiction in relation to all claims arising from the services/goods provided under the present program.

Story shall not be responsible for any claim arising out of any loss caused due to any force majeure event beyond its control, including but not limited to floods, fires, tempests, pandemics, epidemics, war, armed insurrections, loss of data, damage to computers, software crashes, or any other reason beyond the control of Story.

Replacement/return/warranty of goods

In case goods/services ordered by the member are not in stock during redemption, then Story may provide an alternative option to the member at its sole discretion. In case the goods/services received as a replacement are damaged, Story will provide another option to the member at its sole discretion. In no manner can the member hold Story liable for exercise of such discretion, or for any such replacement.

Story will not be responsible for any injury/loss caused due to any oversight while referring to the website of the 3rd party service provider, or any claims arising from it

Miscellaneous

Members must refer to the 3rd party service provider's website before availing any service or purchasing any goods. Story will not be responsible for any shortcoming/inaccuracy in provision of any goods and services. PC points shall not be transferable to any other authorised member of Samsung. Points can only be transferred to the immediate kin of the member.

No claim shall arise against Story in case the confirmation mail has not been sent to the member upon redemption of the points.

Story will not be responsible for the accuracy of services provided by any 3rd party and/or the success resulting from availing these Services.

Some privileges redemption windows are time bound and will be communicated to members as and when they open. There may be a limit on the number of products that can be redeemed, the same will be communicated as and when the redemption window opens.

Services under the program brochure

The goods and services and their respective inclusions/exclusions enlisted in the brochure are illustrative in nature, and are not exhaustive. Members are advised to refer to the 3rd party service provider's website(s) and/or speak with their respective representatives in order to access the exhaustive list of goods and services extended by them along with their exclusions. Story shall not be responsible for any services which have not been delivered due to any reason, or for an incomplete delivery by any 3rd party service provider. Story may, however, offer alternative good(s)/services in case of such a situation at its sole discretion.

Terms of membership

These points cannot be converted into cash at any point of time, as they are only for representative purposes and cannot be related with any actual amount/currency. Story shall not responsible for ascertaining the term/tenure of the membership of any member. However, the services shall be limited to the term/tenure of the membership program only, and same shall be terminated at the end of the term, irrespective of the balance PC points in the member's wallet at the time.

Story will not be liable for any such termination and/or membership points which may be leftover post termination of the account.

Cancellation of PC membership

Story shall not be liable to the members in case their PC membership is revoked, cancelled, suspended, etc. by Samsung (SIEL) for any reason. In such cases, Story reserves the right to immediately suspend all services, and it shall not be responsible for completion of any pending order or for providing any future services for the member.

Terms and Conditions of Android App Platform and 3rd Party Service Provider(s)

The complete set of terms and conditions relating to the facilitation of services provided by Story must be referred to on the Android app platform by members.

Exclusive jurisdiction is in the New Delhi Courts.

Refer to the President's Club app to for the detailed and comprehensive terms and conditions, applicable to all products and service mentioned above.

Website - <https://storyloyalty.com>

Disclaimer

All offers/ services provided in this 'The President's Club Program 2021' are on 'as is' basis provided by "Story" at its sole discretion.

Samsung India Electronics Pvt. Ltd. disclaims any and all responsibility and/or liability in any form for the products/offers/services being provided by "Story" and any support shall be at the sole discretion of "Story".