

Member Terms & 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 make use of the application and redeem points for purchase of goods and services facilitated by Story.

Please be informed that Story reserves the right to record phone calls between members and LSMs for the purpose of quality assurance and maintaining records, data and transactions of the members.

The President's Club Points ("PC Points")

- Story shall not be responsible or liable for any errors on the Android App Platform that may arise 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. Consequently, in case a member redeems more than his/her allocated points then Story has ~~all~~ the right to take the corrective action by re-allocating the points and cancelling the redemption.
- Story shall ~~also~~ 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. Story will not be responsible for use of any such points by members for any illegal/immoral purpose or for the purpose of payment of a bribe or repayment of any debt etc. 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 amount or / currency.

Lifestyle Manager ("LSM") & how to avail the privileges

- Lifestyle Manager shall be appointed for the facilitation of members by Story. However, no claims shall arise against Story in case the Lifestyle Manager is unavailable or is unable to answer or respond to the calls, queries of the member

due to any unforeseen circumstances (such as accidents, personal family urgency, disease, or any other unforeseeable circumstance etc.) beyond the reasonable control of Story. LSM's can be accessed through the helpdesk number or by writing an email at pchelpdesk@storyexp.com or through the WhatsApp number of LSM. LSM's shall only be available 6 days (mention which days) a week from 10:30 am to 6:30 pm (excluding Key Festivals/Gazetted Holidays).

- Members are encouraged to prefer use of Program app for all kind of communications.
- 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:

First Lady & Family Mall	15 - 30 Days
Family Concierge	15 Days to activate
Delivery Genie	3 to 7 Days
OTT	3 to 7 Days
Health & Wellness	3 to 7 Days
Kids Education/E-Learning	3 to 7 Days

*The said timelines are only tentative and actual delivery may vary basis online activation or physical deliveries involved. Story shall not be responsible for any such delay in delivery.

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 his/her family member or any other person contracts Covid - 19 during 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 maintaining adequate protection and safeguards against Covid - 19.

Family Express

- Story will only be responsible for providing the concierge services limited to the exhaustive list of services provided in the Brochure & on the terms available on the Android App Platform. This is only a facilitation service and is again redeemable against PC points only. Story shall not be responsible for providing services outside the scope of the list of exhaustive services mentioned under the program brochure.

- Story appointed LSM's shall respond to the Family Concierge request within 48 hours of the initiation of such request by the member and upon the successful redemption of the PC points. Thereafter, all attempts to activate your Concierge Service within 15 days of such response will be done by Story.
 - Story shall stand indemnified in case the members sues or commences any legal action for damages due to deficiency in services provided by the 3rd party for execution of services.
 - The acceptance of a concierge service request is subject to the payment of an advance amount as specified by Story. However, the member is entitled to receive an acknowledgement on app / email / electronic format for any monies or other valuables handed over to an authorised representative of Story only.
 - It will be Story's earnest attempt to provide the best quality of service providers, yet Story will is not responsible for any acts, omissions or errors or consequences thereof resulting from services provided by any 3rd Party Service Providers.
- 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 instructions in writing mandatorily in execution of members 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!
 - All payments to the 3rd party service providers after reference shall be made by the member directly to such 3rd party service provider and no such payment will be made by Story.
 - 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, STORY 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 liable Story. STORY 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 concierge services.
 - Service requests are to be made by authorized members only and Story will not be responsible for either denying such request to an unauthorized person or providing a service to an unauthorized person under the pre-text that he/she was actually the authorized person.

- It is understood that the value/cost of referred 3rd party service providers may vary. Members accept the responsibility to enquire / be advised of these charges will however be under an obligation to make payments for all services availed and/or any additional charges levied by any 3rd party service provider. The member accepts to 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 customer.
- The member accepts the responsibility to exercise proper care/necessary precaution in the acceptance of the services and undertakes to take all necessary precaution to protect life and property, during availing 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 authorized current bank account of Story only and to no other representative etc. either or Story or its employees or affiliates etc.
- Members are requested to refer "Overall T&C" on <http://thepresidentclub.storyexp.com> for complete details.

Delivery Genie

Story shall facilitate Members to deliver Samsung mobile phones to its customers. This service shall be available only 6 days a week between 10:30 am to 6:30 pm (except Sunday, Key Festivals/Gazetted Holidays as applicable). The said service is available only within 10 kms. from the pick-up location (Member's shop). Only deliveries of Samsung mobile phones will be allowed and nothing else.

Service Changes and Cancellations

- Story will be unable to cancel or change requests already in process, en route or delivered. Same-day requests are processed immediately and usually cannot be changed. However, the same may be allowed at sole discretion of Story in exceptional circumstances only.
- Changes in the request can be entertained only within 1 working hour of confirming the request prior to processing the request unless confirmed by our Customer Service team on email.
- Story shall not be responsible in case of any delay in delivery of goods booked by any member due to the sole fault of the delivery agent. Story may however make good the loss occurred to members in genuine claims in case of transit loss under Story's delivery slabs, only to members who have availed the such services as per slabs provided by Story. Transit loss shall mean physical loss which has occurred while attempting to make delivery only. In case of transit damage, A box without physical damage will not be considered under the transit damage case. Proof of same to be submitted to Story wherein decision of the surveyor shall be final. The maximum amount of cover will be 75% of the invoice value for which services are availed excluding tax.

- The terms & conditions of delivery genie may however change without prior notice and at the sole discretion of Story.

Weight of consignment (Delivery Genie)

Maximum weight of consignment can be 500 grams only. All consignment weightage will be done in multiples of 500 grams only and any consignment weighing above the said 500 grams will be considered in multiples of 500 grams (not more than 1kg in any case), therefore equivalent to two deliveries and so on. Cost of delivery and the cover provided by delivery genie will depend upon the slab in which the product/consignment falls.

Delivery Slabs to choose from (please select one most suited for your business need)

Slab 1 : 30 Deliveries per Month
Slab 2 : 60 Deliveries per Month
Slab 3 : 120 Deliveries per Month

Insurance slabs to choose from (pls select one most suited for your business need)

Slab 1 : 5 lacs of total invoices value insured (excluding GST)
Slab 2 : 10 lacs of total invoices value insured (excluding GST)
Slab 3 : 15 lacs of total invoices value insured (excluding GST)
(Insurance is mandatory for Delivery Genie Service)

As per slab chosen, the commitment of number of deliveries and Insurance is fixed and PC points blocked and redeemed. In case of unutilised deliveries or Insurance, the PC Points will not be returned.

All transactions for availing services under delivery genie will be done via points only and not cash.

Third Party vendor will try and ensure that your delivery happens within a maximum of 48 hours from time of pick-up, but the same may vary in case of any delay at the service provider's end or in case of delivery to a Tier-4 city or below, holidays or any other unforeseen circumstance. Story will not be liable for any delay caused due to such unforeseen circumstances.

The member undertakes to provide all goods in a sealed packaged delivery only and in case of any claim (including claim for insurance cover) arising out of any unsealed good, the same shall not be the liability of Story.

- Delivery Genie works on an assured minimum delivery basis only and once the member picks a slab, all points corresponding to the slab will be deducted

irrespective of the fact whether the entire number of deliveries were requested by the member or not. Deductions of points will not be on a per delivery basis.

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- In case the amount of goods covered under insurance package opted by member/partner exceed the total value of goods to be delivered or already delivered by 3rd Party, member will need to avail fresh cover for covering the additional value of goods.
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- Any claim for cover must be raised to Story at the initiation of such delivery or while the delivery of goods is in process and in no case after the delivery has successfully taken place. Story is under no obligation to entertain such delayed claims.
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- Members may be required to provide photographs, videos, other evidence and witness etc., as proof of such damage, loss etc. Story may also appoint a surveyor to assess such a claim, who shall examine all evidence and give a final report, the decision of which will be final.
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- Further, in case of any false, misleading or mischievous claim filed by any member, Story shall have the right to cease and desist from providing such or any other services hereunder.
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- 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 only and to no other representative etc. either or Story or its employees or affiliates etc.

Story is also not responsible for below (Delivery Genie)

1. Any services delivered to incorrect addresses supplied by the sender and the same will be returned as per process.
2. Unsuccessful deliveries arising from the recipient not being present at time of delivery at the address supplied by the sender.
3. Decreased product quality due to an incorrect delivery address supplied by the sender, or a re-route requested by the sender.
4. Product quality problems caused by improper handling by the recipient.

Redirection Policy (Delivery Genie)

The delivery shall not be redirected / redelivered to any other address in any circumstance, as per our policies.

What you should know about Courier Deliveries (Delivery Genie)

- Domestic: All courier orders are carefully packed and dispatched from our partners. Soon after the order has been dispatched, members will receive a tracking number that will help you trace your product/service. Any other levies,

taxes or duties enforced by the government would be charged extra, if and as applicable at the delivery location.

- In the event the address provided is wrong, third party vendor will be unable to deliver the gifts. Courier partners sometimes have some delays due to holidays and strikes. We will try our best to use the best services, but some delays are unavoidable.

Holidays Policy (Delivery Genie)

- Please be aware that STORY cannot guarantee delivery on Public Holidays. Please check the Public Holidays listing by the government of India and member's respective State before placing your request.
- Any complaints must immediately be addressed to STORY to the attention of the Customer Care Department or via email to pchelpdesk@storyexp.com
- Members are requested to refer "Overall T&C" on <http://thepresidentclub.storyexp.com> for complete details.

Entertainment Box

OTT Subscriptions

- Story shall not be responsible for the availability of any additional content by the OTT providers or for the quality of such online content. Story shall not be liable in case of any disruption at the OTT provider's end.
- Members are requested to refer "Overall T&C" on <http://thepresidentclub.storyexp.com> for complete details.

First Lady – The House Captain

Indulge in Luxury & Family Mall

- All products in First Lady & Family Mall are pre-set and cannot be altered, no request for the same will be entertained. Members will be required to confirm orders from options provided by Story only. Once the orders are placed they cannot be cancelled here or delayed/postponed etc.
 - In all of the above options, brands wherever applicable will be pre-set and cannot be specified by member.
 - It must be understood that all images on the Android Application 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 difference in actual product and image.

- Though it is our effort to provide timely delivery, we cannot guarantee it being sent directly from 3rd party 3rd party service providers. No claim shall therefore arise in case of delayed delivery against Story.
- All Warrantees and Guarantees to be provided will be as per manufacturer only and Story does not warrant or guarantee the same and shall therefore not be liable for any such breach.
- Members are required to refer to <http://thepresidentclub.storyexp.com> for complete details.

Health and Wellness Services

- Story only takes responsibility for facilitation of online health and wellness consultation services to be provided to the members. It in no manner guarantees the accuracy and/or correctness of such consultation.
- Further, The Health and Wellness package is only limited to regular health check-ups and does not include services in case of medical emergencies or any form of ICU services, Snake Bite, Poisoning, Major Injuries etc. Orders once placed for health and wellness cannot be cancelled. This item is non-transferable.

Mindfull Sessions

- Story will provide access to online Yoga classes to its members. However, STORY will not be responsible for the outcome of such classes and/or injury occasioned from any such activity.
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- Members must take an informed decision before availing such services. Members are advised to refer to the website and go through its terms to ascertain their capabilities before availing the classes. Story will not be responsible for any harm/injury caused due to lack of an informed decision or lack of medical advice.
- members are requested to refer “Overall T&C” on <http://thepresidentclub.storyexp.com> for complete details.

We Care

Story will list Covid-19 insurance service as a part of its services to the members. However the successful grant of such an insurance cover will be subject to the terms and conditions and fulfilment of all necessary prerequisites

as per the concerned Insurance Company. Story will appoint an account manager in order to assist members in receiving claim however Story shall not be liable in case grant of such insurance cover is rejected on any ground or in case the insurance claim is rejected at the end.

No claim shall arise against Story in case of any error at the end of medical service provider/hospital.

Members are advised to exercise due diligence in case of availing such services and/or redeeming its cover.

- The said insurance will not cover:
 - Home quarantine
 - Treatment from a Non-recognized quarantine center
 - Treatment in case of Pre-existing diseases
 - Treatment in case of Pre-natal and post-natal expenses
 - Hospitalization without doctor's recommendation
 - Maximum 5 members to be included.

- Members are requested to refer “Overall T&C” on <http://thepresidentclub.storyexp.com> for complete details.

Junior Presidents

- **Career Counselling Services (Education and Admission) for kids**
 - Story only takes responsibility for facilitation of online kids career consultation and counselling services to be provided to the member’s family. It in no manner guarantees the accuracy and/or correctness of such consultation.
 - Members are requested to refer “Overall T&C” on <http://thepresidentclub.storyexp.com> for complete details.

- **E-Learning Courses**
 - Story only takes responsibility for facilitation of e-learning certificate courses services to be provided to the member and their family. It in no manner guarantees the accuracy, standard and/or correctness of such courses. Further, Story is not responsible for issuance of certificate at the end of any such course and the same shall be issued by the online web program offering the said courses. Story shall not be responsible for the contraction of Covid – 19 caused while delivering the goods/services.
 - Members are requested to refer “Overall T&C” on <http://thepresidentclub.storyexp.com> for complete details.

- **Kids Talent Hunt**

- Story will organize a kids talent hunt wherein it will invite the children of the members to participate and win various prizes. Story shall not be responsible for the claim of any member arising from the awarding of such prizes (which will be at the sole discretion of the judge's panel) to any particular member or any other claim arising from the execution of the said talent hunt.
- In case of Tie in any manner, Kid with Maximum number of awards / certificates as shared during the participation will qualify. In any case, decision of Story will be final. In case of any dispute related to Talent hunt program or in case of members dissatisfaction with result, Story will not be held liable.
- For Byju Classes a dedicated support phone number where Member can reach for any support on in case of any technical issues for this service only between 10 AM to 8 PM, all days of the week excluding National Holiday.
- For other all Online only Classes like Vedic Math and Abacus, If there is any internet issue or power problem from the student side or teacher side for more than 10 minutes, the classes for the day would get cancelled.
- In case if the student cannot appear for Online classes due to specific reasons, the same should be intimated to the instructor preferably a day before or at least two hours before the commencement of the classes.
- Members are requested to refer "Overall T&C" on <http://thepresidentclub.storyexp.com> for complete details.

- **Products & Gifts**

- It is advised that upon receipt of the goods, the 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, the members are required to call the toll free number and connect with Story's representative / LSMs within 24 hrs of such delivery, beyond which such claims shall not be entertained.
- In case of any defective/faulty/dead on arrival products or parts thereof, Story, through 3rd party service providers may arrange a replacement free of cost to the Member. Attempts shall be made by Story to deliver the replaced product within 15 - 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 any failure to replace or return the goods by 3rd party service provider/manufacturer or non-availability of such goods, original product or

due to any other reason, Story will 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 to have been 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 only and to no other representative etc.
- No invoice/bills for goods/services redeemed by members will be provided to members on special request. 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 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 such 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 web-page/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 only and to no other representative etc. either of Story or its employees or affiliates etc.

- **Claims arising against goods and services provided under the Program**

- Story is only responsible for its reasonable attempt in reaching, connecting and facilitating 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 such member. It shall therefore be the sole liability/responsibility of such 3rd party service provider to ensure quality of goods and services provided by it.
- Story shall not be liable for the quality/standards 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 an alternative good and service for the delayed goods/service.

- 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 difference in actual product and image. Please note that the colours of items and products may depend on your monitor and may not be correctly displayed.
- Story cannot & 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, faulty goods, merchandise or service etc., by the 3rd party service provider. Story will not be liable in case the members 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 provider.
- 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 for want of change in size, colour and or other reason(s) will be entertained by Story.
- Members are requested to refer "Overall T&C" on <http://thepresidentclub.storyexp.com> for complete details.

Replacement/Return/Warranty of goods

- In case a good/service ordered by the member is not available in stock during redemption then Story may provide alternate option and/or good or service to the member at its sole discretion.
- In case the good/service received as replacement is damaged then once again Story will provide an alternate 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.

Overall T&C

You are required to refer to <http://thepresidentclub.storyexp.com> for a more detailed and comprehensive terms and conditions applicable to all products and service mentioned above. Story Terms and conditions as and when necessary will be updated on Program App and on web page. Story will not be responsible for any injury/loss caused due to any such lack of oversight in referring to the website of Story or the 3rd party service provider or any claims arising from it

Redemption Process other Terms and Conditions

- Members must refer to the 3rd party service providers website before availing any service or purchase of any good. Story will not be responsible for any shortcoming/inaccuracy in provision of any goods & services.
- PC points shall not be transferable to any other authorized member of Samsung but only within the kin & family 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 accuracy of services provided by any 3rd Party and/or the successful result arising from availing these Services.
- One Privilege Redemption from each privilege category (Family & Self / Health & Wellness / First Lady / Kids) is mandatory.
- First Lady – Indulge in Luxury & Family Mall privileges redemption window is time bound and will be informed to members as and when open. Only one redemption per member from this category is allowed.
- At the end of the program, the unused PC Points that remain in your treasure wallet will lapse and will not be carried forward.

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

Terms of Membership

- These points cannot be converted to cash at any point of time and points are only for representative purpose and cannot be related with any actual amount / currency.
- Story shall not responsible for ascertaining the term/tenure of membership of any member. However, the services shall be limited to the term/tenure of such

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

Cancellation of PC Membership

Story shall not be liable to the members in case their PC membership is revoked, cancelled or suspended etc by Samsung (SIEL) for any reason. In case the same is done 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 in case their membership stands revoked, cancelled or suspended etc.

Terms and Conditions of Android App Platform and 3rd party service provider(s)

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

Jurisdiction

Exclusive jurisdiction in New Delhi area.

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Disclaimer

"All offers/ services provided in this The President's Club Program 2020 are on AS IS basis and provided by "Story" – at its sole discretion".

Samsung India Electronics Pvt. Ltd. disclaims any and all responsibilities and/or liabilities in any form for the Products / Offers / Services being provided by "Story" and any support shall be at the sole discretion of Story.