HSBC

Offer Terms and Conditions:

1. This Offer of Instant Equal Monthly Instalment(Instalment) facility is brought to you by The Hongkong and Shanghai Banking Corporation Limited, India (HSBC) and any participation in the Offer is voluntary.
2. This Offer is available only to HSBC Credit Card customers (hereinafter referred to as the Cardholder) including HSBC Corporate Cardholders.
3. This Offer is valid on purchases made as per the Terms and Conditions from 15 March 2021 to 30 September 2021.

Offer details:

- On the purchase of select Phones models (iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12, iPhone 12 mini) at select Apple authorised reseller stores (For a list of pan-India stores, visit go.hsbc.co.in/apple-offers) and against purchase transactions executed on Pine Labs POS/EDC terminals only, Cardholders may choose to opt for a 24-month Instant EMI with Deferred Payment Option ("Instant EMI").
- 25% of the balance purchase amount shall be paid by customer till end of the tenure of the Facility. Remaining principal will be paid in the next 24 equal EMIs over for the duration of the Facility (i.e. 24 months from purchase transaction date. However, the Cardholder shall be charged interest on the 75% of the purchase amount (principal) from the date of the purchase on outstanding amount at the applicable rate of interest as intimated to customer during the tenure of the duration of the Facility
- Under the "No Cost EMI Offer" Facility terms, the total interest charged on the instalment plan - 75% of purchase amount, would be credited as cashback to Cardholder's card account after completion of the Tenure of the Facility subject to terms and conditions.

Do note, HSBC will continue to charge you interest as applicable on a monthly basis (EMI) till completion of your Facility transaction/s. However, the cashback will be credited to your profile in a onetime cashback directly to your card account. The same shall be re-communicated to you at the time of the purchase. Illustration for the tenure of the Facility for the No Cost EMI Facility. Applicable fee charges in form of GST shall apply

- Customer may opt for the Instant EMI option applying for foreclosure of the Facility before the completion of the Facility tenure. In such case, Please note that the tenure of the Instant EMI Facility after payment of 12 EMIs, a one-time payment in form of 3% prepayment charge, subject to a minimum of Rs.500, shall apply on the outstanding principal amount towards the closure of Facility
- No foreclosure charge is applicable in case of early repayment of deferred payment amount

Illustration

Instalment number	Tenure	EMI amount	Principal	Interest	Total Principal amount	EMI amount	With No Cost Offer EMI Principal amount
							monthly cost*
1	24 months	10% p.a.	INR 56,925	INR 19,075	INR 9,011	INR 2,481	INR 2,481
Total Payable			INR 75,900	INR 19,075	INR 9,011	INR 2,481	

*Effectively you pay a monthly cost of INR 2481 p.a. months of 0% interest.

- Customer may choose to opt for a partial payment against purchase of Facility duration/tenure, and no charges will be applied on the same during Facility duration, you may choose to repay the balance principal amount in form of a lump sum payment towards closure of the Facility. Please refer to the 'Payment Hierarchy' section in the Credit Card Guide to study how 'excess payment' is applied on the Instant EMI transaction. After completing the tenure of the Facility from the purchase transaction date, the outstanding amount of 25% (if not already paid) shall be due for payment and will be subject to applicable interest charges, in case the same is not repaid within the stipulated timelines.
- This Offer is not valid on online purchases of Phones under the Offer and is applicable for in-store purchases only.

Instant EMI facility with deferred payment Terms and Conditions

Instant EMI is a facility by which the Cardholder can make purchases on the HSBC Credit Card (hereinafter referred to as the Credit Card) and then repay the purchase amount in instalments by converting the purchase amount in instant EMI facility. The Cardholder can make the purchase at participating merchant locations and the purchase amount converted into an instant EMI. Please read the full terms and conditions of Instant EMI & No Cost EMI.

1. By availing the Instant EMI facility, the Cardholder agrees to make purchases on the HSBC Credit Card (hereinafter referred to as Credit Card) and then repays a part of the purchase amount as "Deferred payment" and the balance purchase amount as a one-time payment in a 24-month period.
2. The Cardholder can purchase only select Phone models at Apple authorised reseller stores (on Pine Labs powered POS terminals) and opt for the Instant EMI option in conjunction with a 24-month Instant EMI with deferred payment option.
3. Total Facility tenure is fixed as 24-month tenure only.
4. No finance charges will be applied on the 'Deferred payment' amount till the amount is made due for payment as per the Instant EMI schedule.
5. In case of excess payment, amount will first be settled in the order minimum payment due, first to the earliest EMI, then towards the principal, then towards outstanding interest under the Facility, descending order of interest rates and within a given 'plan', the payment will be allocated in a prorated ratio of the outstanding. (2) Interest/finance charges will be levied on the outstanding (in) Annual fee (iii) Cover total fee (iii) Instalment handling fee (7) Instalment processing fee (8) Pass charge amount (9) Other charges (10) Principal amount. Please refer to the 'Payment Hierarchy' section in the Credit Card Guide to study how 'excess payment' is applied on the card account.
6. Non foreclosure charge is applicable in case of early repayment of 'deferred payment' amount.

Instant EMI with deferred payment Terms and Conditions

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4. Total Facility tenure is fixed as 24-month tenure only.
5. No finance charges will be applied on the 'Deferred payment' amount till the amount is made due for payment as per the Instant EMI schedule.
6. In case of excess payment, amount will first be settled in the order minimum payment due, first to the earliest EMI, then towards the principal, then towards outstanding interest under the Facility, descending order of interest rates and within a given 'plan', the payment will be allocated in a prorated ratio of the outstanding. (2) Interest/finance charges will be levied on the outstanding (in) Annual fee (iii) Cover total fee (iii) Instalment handling fee (7) Instalment processing fee (8) Pass charge amount (9) Other charges (10) Principal amount. Please refer to the 'Payment Hierarchy' section in the Credit Card Guide to study how 'excess payment' is applied on the card account.
7. Non foreclosure charge is applicable in case of early repayment of 'deferred payment' amount.
8. Total Facility tenure is fixed as 24-month tenure only.
9. The entire balance outstanding on the Credit Card (including any balances transferred/deferred amounts) will become payable immediately upon the closure of the Facility. In such case, Cardholder's card account will be charged at the applicable rate of interest as intimated to customer during the tenure of the Facility.
10. HSBC reserves the right to withdraw the loan and closure of the Facility in case of any of the earlier payments are overdue at any point in time during or after the Facility duration.
11. HSBC reserves the right to change the above mentioned process notice to add, alter, modify, change or vary all or any of these Terms and Conditions or to replace, wholly or in part, this scheme by another scheme, whether similar to this scheme or not, or to discontinue the scheme. HSBC may at its discretion discontinue the deferred payment/balance transfer Facility, give any the benefit during the Currency of the Facility to the balance on the card and the entire outstanding amount to be due and payable.
12. HSBC reserves the right to foreclose the facility and debit the entire outstanding amount if the cardholder commits any default.
13. By participating in this Offer, the customers shall be deemed to have accepted all the terms and conditions of the Instant EMI facility.

25% Assured Buy Back Plan Terms and Conditions fulfilled by Servify

Offer applicable on select devices only. (list of devices)

1. This promotion/Offer is being run by Service Ian Technologies Private Limited ("Servify").
2. This Offer is only valid on purchases of specific iPhone made through HSBC Credit Cards upon availing of 24-month Instant EMI with Deferred Payment Facility.
3. The mobile phones that are eligible for this Assured Buy Back Plan are limited to Apple Inc. Instant EMI Deferred EMI Payment Facility available on eligible HSBC Credit Cards.
4. The Cardholder shall avail the Assured Buy Back Plan offered by Servify. Only those will be eligible for a 25% assured return price on the purchase value of the iPhone, at the time of submitting trading in the iPhone to Servify. The Assured Buy Back Plan is a function of combination of the 24 months tenure of the platform.
5. The Cardholders will need to register with Servify in order to avail the Assured Buy Back Plan at the time of purchase, as per the Assured Buy Back Implementation process.
6. Cardholders will not be eligible for the Assured Buy Back Plan, if they fail to register with Servify for any reason whatsoever. The reader identification process at the point of purchase needs to be successfully completed. Cardholders are encouraged to read and understand the Terms and Conditions of the Assured Buy Back scheme.
7. The Assured Buy Back value offered to the Cardholder shall be subject to the condition of the genuine and original iPhone being traded-in by the Cardholder and being accepted by Servify to the Cardholder. The amount offered under the Assured Buy Back shall be subject to tests conducted by Servify on the traded-in iPhone. For more details on the tests conducted by Servify, please refer to the calculator, please consult Servify customer service number: 1800 123 333 888 (toll free), or an authorised Apple Inc. Service centre. Please contact customer service centre for more details.
8. The Facility offered is independent of the registration for Assured Buy Back Plan with Servify but shall be subject to purchase of the iPhone in addition to the registration requirements of Servify.
9. HSBC assumes no responsibility and shall not bear any liability towards the Assured Buy Back facility provided by Servify.

Program Terms and Conditions and FAQs

1. The Assured Buy Back Program is offered by Servify on select iPhone models at their sole discretion, and redemption will be subject to fulfilment of program Terms and Conditions as communicated by Servify at the time of program and redemption.
2. The Assured Buyback Plan will be enabled by Apple authorised reseller stores at the time of purchase.
3. HSBC has no role in Assured Buy Back and thus will not handle any query and complaints with respect to same. For queries and complaints related to Assured Buy Back, Cardholders can reach out to the reseller store, and for redemption - Servify.
4. The Assured Buy Back Program is offered on a pan-India basis.
5. HSBC has no role in Assured Buy Back and thus will not handle any query and complaints with respect to same. For queries and complaints related to Assured Buy Back, Cardholders can reach out to the reseller store, and for redemption - Servify.

Buy Back Plan FAQs

1. What are the program details?

The program offers Assured Buy Back on select iPhone models a 24-month interest free instalments and guarantees a fixed buy back price for your iPhone when you upgrade to your next iPhone or will provide you the buyback value if you decide to sell your iPhone. The eligible buy back value is for iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12, iPhone 12 mini at select Apple authorized reseller stores only.

2. Who will provide Assured Buy Back?

The Assured Buy Back program is offered exclusively on select iPhone models. Apple authorized reseller stores will enable the Assured Buy Back Plan along with 24-month EMI scheme. Assured buy back redemptions will be subject to overall program Terms and Conditions defined by Servify.

3. What are the buy back terms?

The program offers Assured Buy Back on select iPhone models a 24-month interest free instalments and guarantees a fixed buy back price for your iPhone when you upgrade to your next iPhone or will provide you the buyback value if you decide to sell your iPhone. The eligible buy back value is for a certain percentage of the invoice value (ASP) of the iPhone as described in the table below.

Iphone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini:

Cost of iPhone	Tenure	EMI amount	Principal amount for transaction value	Total interest amount	EMI amount	With No Cost Offer EMI Principal amount monthly cost*
INR 100,000	24 months	10% p.a.	INR 75,000	INR 12,278	INR 3,607	INR 1,125

Note: GST charges will apply.

*Effectively you pay a monthly cost of INR 3125p.a months of 0% interest.

Table 2: Assured Buy Back Plan

The buy back value of your iPhone at any given point of time within the Facility term is determined by the age of the iPhone from the invoice date of your iPhone. The eligible buy back value is a certain percentage of the invoice value (ASP) of the iPhone as described in the table below.

Iphone 12 Pro Max, iPhone 12 Pro, iPhone 12 and iPhone 12 mini:

Redemption period from date of purchase	% of the invoice value
21-24 months	25%

Please refer to the detailed Servify's Terms and Conditions on the Assured Buy Back Trade-in redemption process.

How do I enroll for the program?

The device must be purchased from an Apple authorized reseller store on HSBC Credit Card Instant EMI with Deferred Payment Facility of 24 months for availing the benefits under this plan. Post purchase, within 30 days from the purchase, please download the Servify app and register the iPhone on Servify's inbox app or Servify portal within 7 days of purchase. Upon successful registration, the customer will receive a SMS from Servify confirming the enrollment. The customer will be eligibility checks as decided by Servify. You will subsequently receive the confirmation via email and/or SMS from Servify.

The Assured Buy Back Trade-in value is available only within the specified time period from date of purchase subject to the program Terms and Conditions. The plan activation and expiry date will be communicated to you at the time of your purchase.

Please note that you will not be eligible for the Assured Buy Back Trade-in value in the event of you not registering as per the Assured Buy Back Implementation process, or if your registration is successfully completed.

The 24-month Buy Back Program offered by Genpact Facility on your HSBC Credit Card is independent of the registration for Assured Buy Back/Trade-in facility on the Servify appportal, and subject to Terms and Conditions of HSBC.

When can I exercise my buy back option i.e. sell my original device for assured value?

a. Within the plan term, if you wish to upgrade to the new iPhone by redeeming the buy back value as per the benefits offered by the plan, you must visit the nearest authorized reseller store. Also, you can initiate redemption directly with Servify and a logistics agent will visit you to pick your original device.

b. The reseller shall initiate buy back process by downloading the Servify app on the iPhone and follow the instructions on screen. Servify will send a logistics agent to pick up the iPhone. The procedure and process will be detailed by Servify.

c. Customer will be required to provide the original iPhone purchased at the iPhone passing the quality (QC) specifications as mentioned below under 10 (a) and (b) and the IMEI number should be the same as approved. Please note, an online quality/diagnostic check will be conducted while raising a buy back request. In the event you decide to change the iPhone you have ordered, for example, the iPhone does not pass the QC test, you shall not be eligible to avail the buy back plan.

After the device has been picked up, Servify will inform you the outcome of the QC test. If the buy back value is acceptable, you will hand over the iPhone and other accessories to the reseller who will provide you the buy back value indicated in your order. Please contact us in your buy back account.

Servify assumes no responsibility towards HSBC for underlying device purchase financing Facility taken by the Cardholder.

i. You need to initiate the buy back execution before end of 24 months while the doorstep pick/in store buy back can be done up to 30 days from end of 24 months. Once a pick up is initiated, customer will receive a call from logistics partner. Post receipt of the iPhone, customer will be required to sign a document for buy back plan redemption.

Redemption Terms and Conditions – Assured Buyback Plan from Servify

a. The product shall be used by the customer on an 'as is basis and shall not be tampered with, including but not limited to, any of nothing attempts, reverse engineering, modification, jailbreaking of the product or original firmware(s) or software(s) of the product.

b. Any warranty or other rights offered by the Apple authorized reseller, if any, claims, losses, damages, or losses with respect to the product shall be the sole responsibility and liability of the Apple authorized reseller.

Servify shall not be responsible for any loss, injury, or any other liability of the products.

c. The product must be in working condition, physically and functionally intact and free from defects.

d. The product screen and the body of the product must not be damaged or in broken condition.

e. The product must not have any unauthorized modifications as per AppleCare norms.

f. The product must be in working condition, physically and functionally intact.

g. The screen and the body of the product must not be damaged or in broken condition.

h. Screen size is not a factor for pricing and the product, the battery pen, password, fingerprint, face recognition, smart lock, etc. need to be deactivated.

i. Find My iPhone must be deactivated before handing over.

The original charger and charging cable of the product needs to be returned in working condition along with the product. Customer shall be responsible for the charges, if in case the customer fails to provide the product original box, charger and other accessories under the conditions mentioned above. Servify will deduct the equivalent charges from the 25% of the invoice value.

k. In case any of the above conditions are not met, Servify or its affiliates reserve the right to reject the buy back plan redemption as per its sole discretion.

l. Servify assumes no responsibility towards the HSBC for underlying device purchase finance Facility taken by the Cardholder.

m. Customer needs to initiate the buy back execution before end of 24 months while the doorstep pick/in store buy back can be done up to 30 days from end of 24 months. Once a pick up is initiated, customer will receive a call from logistics partner. Post receipt of the iPhone, customer will be required to sign a document for buy back plan redemption.

General Terms and Conditions:

1. Terms and Conditions of Servify and Apple authorized reseller would apply with respect to cancellation of product specifications, warranties, guarantees, orders, refunds and replacements. Cardholders are required to read and understand the Terms and Conditions of the Assured Buy Back. For more details, visit: Servify website: https://hsbc.apple.servify.tech/employee/terms-of-service. the Cardholder would need to read and understand the Terms and Conditions of the Assured Buy Back and Terms and Conditions of the Apple authorized reseller and proceed only if the Cardholder agrees to abide by the same. Cardholder shall be solely responsible for the consequences of any breach of the Cardholder's obligations or any illegal or fraudulent actions undertaken by the Cardholder with respect to providing any such information. Any disclosure of information made by the Cardholder towards availing of the Offer or at the sole discretion of the Cardholder and HSBC will not be responsible for the same. Servify and participating Merchants may use the personal information provided by the Cardholder for the purpose of processing the Offer and HSBC shall not be held liable for the same.
2. HSBC and/or Servify reserve the right to cancel an order in case of any fraudulent activity including creating duplicate accounts, altering, placing multiple orders or violating the Terms and Conditions of the Assured Buy Back Program. Cardholders agree that HSBC shall not be liable for any such cancellation or any other action taken by HSBC and/or Servify.
3. Cardholders are advised to check the details about information pertaining to insurance facilities on devices, repairs and other service related information from the authorized resellers or establishments before making payment. Cardholder may purchase an insurance facility from Servify, while availing the Assured Buy Back Program from the reseller subsequently.
4. The Offer benefit will be limited on the select available devices.
5. Any defects, deficiency, claims, losses, damages or losses arising with respect to the Cardholder's use of the product shall be the responsibility of the manufacturer or the service provider and HSBC shall not be responsible for the same.
6. Any query regarding the Offer will be entertained during the Offer Period only.
7. In case of cancellation of the order by the Cardholder, the transaction will not qualify for the Offer. Refund, excluding the processed amount, will be initiated only to the Card used for making such payment.
8. This Offer is valid in India for adults of a sound mind only.
9. This Offer shall be subject to all applicable centralized state laws, rules and regulations.
10. This promotion is governed by and subject to terms of Information Technology Act, 2000, and the rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2009. This electronic record is generated by a computer system and does not require any physical or digital signatures.
11. HSBC and Servify reserve the right to add, alter, modify, change or vary all or any of these Terms and Conditions or to replace, wholly or in part, this Offer with another, whether similar to this Offer or not, or to withdraw the Offer without prior notice or assigning reason. The Offer period may be extended as mutually agreed by HSBC and Servify.
12. Usage of the Card in connection with the Offer shall be governed by the Card Terms and Conditions as detailed Terms and Conditions.
13. The Offer is subject to applicable laws.
14. Tax liability, if any, will have to be borne by the Cardholder.
15. Please note that Basic Goods and Services Tax (GST) regulations and notified GST rates, Central Goods and Services Tax and Inter-State GST, will be levied on the Offer as per applicable laws and rules.
16. HSBC reserves the sole right to decide on whether a purchase meets the eligibility criteria listed above.
17. All decisions with respect to the Offer shall be at the sole discretion of HSBC and the same shall be final, binding and non-contestable. Other than the specific enablements available to the Cardholder under the Offer, any other benefits with regards to the Offer shall be at the sole discretion of HSBC does not make any warranties or representation about the quality, merchantability, suitability, or fitness for any particular purpose of the Offer. The Offer is provided on an "as is" basis, unassessed and subject to the terms and conditions of the Offer and these terms and conditions.
18. Any disputes arising out of or in connection with the Card shall be subject to the exclusive jurisdiction of courts at Mumbai only. The existence of any dispute shall not, by itself, constitute any claim against HSBC.
19. By participating in the Offer, Cardholders are deemed to have read and understood the Terms and Conditions in their totality.

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