



# Bank Alfalah Limited & Telemart SBS Promotion



This promotion is not valid for corporate credit card

## Bank Alfalah x Telemart SBS Promotion

**Promo Product/Brand** Telemart Online Shopping Store - <https://www.telemart.pk>

**Start Date** 03-Aug-23

**Mark-up Free Tenure (0%)** **3,6,9 & 12 months plans**

**Processing Fee**

0% Tenure	PF%
03 Months	6%
06 Months	10%
09 Months	13%
12 Months	18%

**Available installment plans** **3,6,9 & 12 months only.**

**Validity** Until further discontinuation notice by LR & SBS

**SBS Steps**

Step 1: Visit Telemart online store/or app to select product of your choice (Minimum shopping to avail SBS Plan is PKR 10,000/=).  
Step 2: Proceed to checkout, select "installment" as payment method and opt for 3,6,9 & 12 months installment plan at 0% markup.  
Step 3: Receive selected product at doorstep. Shipping Charges may apply. (Standard Delivery as mentioned on website)

**Note:** This campaign is not valid for Amex & Corporate Credit card.

## Terms & Conditions:

- Following are the Terms & Conditions applicable on EMI plan and are to be read along with the Credit Card terms and conditions:
- Minimum purchase amount for each transaction (should include only one product) should be PKR 10,000 to book an Easy Monthly Instalment.
- Only customers opting for EMI on Telemart's checkout page are eligible for this promotion.
- Service charges for availing instalments are mentioned on checkout along with customer's monthly instalment.
- **SBS processing fee shall be applicable per transaction as per below plus FED**
  - 3 Months Tenure – 6%
  - 6 Months Tenure – 10%
  - 9 Months Tenure – 13%
  - 12 Months Tenure – 18%

## **Cont...**

- SBS Plan will be processed in 3-5 working days.
- Purchase on Telemart is to be made at least 3 working days before the next credit card statement is generated to ensure that the transaction reflects in that statement. For example, your statement date is March 24, 2021, then the purchase should be made before March 21, 2021
- If you make a purchase immediately after the statement date then the transaction will reflect in the next month's statement.
- Bank Alfalah Limited shall not, in any way, be held responsible for the quality, purpose, fitness of or merchantability of the SBS product delivered by the merchant.
- In case of order cancellations by Telemart, the instalment plan will be cancelled and no pre-payment charges will apply.

## **Cont...**

- In case of order cancellations, it is customer's responsibility to call Telemart and cancel the instalment plan.
- Bank Alfalah and Telemart have the right to cancel this promotion any time without any intimation.
- The Bank shall not be liable if merchant is unable to arrange the product within the time period due to any stock issue.
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- For details visit: [https://Telemart.pk/bnpl\\_alfalah](https://Telemart.pk/bnpl_alfalah)

# Add to Cart Conditions

- The cart's product value should be at least 10,000 PKR.
- Only one EMI product may be added to the cart; if a user adds a second EMI product to the cart, they will be notified that only one EMI product may be checked out.
- The most recent EMI product added to the Cart takes precedence over previously added products (EMI and Non-EMI)
- If a customer already has a Non-EMI Product in cart and adds and checkouts with a newly added EMI Product, the system will generate a pop-up notifying the customer that his/her previously added Non-EMI Product will be removed from the product.

# What if the order is canceled?

- In case of Cancellation of any EMI Product the authorized amount will be released by the bank. (Void Cases)
- The customer will have the option to cancel the EMI plan within 24 hours after selecting it. If not done, these will not be canceled
- In case of order cancellations by Telemart, the instalment plan will be cancelled and no pre-payment charges will apply.
- In case of order cancellations, it is customer's responsibility to call Telemart and cancel the instalment plan.
- Bank Alfalah and Telemart have the right to cancel this promotion any time without any intimation.

# Return & Refund

- The customer will have the option to cancel the EMI plan within 24 hours after selecting it.
- In case the customer's order has to be canceled, due to OOS, wrong product delivered, damaged
- Product delivered, and there is no replacement available, the customer will have the same window of 14 days that is already existing. In this case, the order for the EMI will be canceled, and the same day the bank will be informed. Telemart.pk will reverse the payment, and the customer will receive its paid payment.
- Bank will reverse the installment plan and No Cancellation fee will be charged.
- The exchange request should be made within 3 days of receipt of the delivery package.



# How to return?

- If the product complies with all the conditions for return, kindly contact the customer care with photographic evidence within 3 days of receiving the parcel. The second thing you need to do is make sure you do not lose any packaging material that comes with it and ensure that all items in the box are intact. After doing this, the steps are as follows:
  - Fill the return form.
  - Call us and we can arrange a pickup.
  - Hand over the phone and form to us.
  - We'll do the necessary quality check and then proceed with the return.
  - It is important to print out and paste the return label on your return parcel to avoid any inconvenience/delay in process of your return.