



Period: Valid till 31st August 2019

A. Offer Details

1. **Offer:** Grab Tata Sky connection @ 1499/- + Pack price and 'Get Bollywood Premier HD' Channel worth Rs 95/- pm,
2. **Code:** RUPAYTS
3. **Validity of the offer** – Valid till 31st August 2019

B. Redemption Process

- 1) Once customer is directed on Secura Technologies website www.securatech.in he/she will have to select a product & select BUY NOW option.
- 2) Post Buy Now selection the product will be added to customer cart, thus he/she will have to select VIEW CART option and confirm final product selection and Enter PROMO COUPON CODE and select APPLY COUPON option.
- 3) On Validation of the Coupon Code he/she will have to select PROCEED TO CHECK OUT option.
- 4) On Proceed to Check Out he/she will have to fill in Mandatory and/or Optional details.

Mandatory details are as follows;

- a) Enrolment Name
- b) Installation Address
- c) Installation Address Pin Code
- d) Mobile Number (For Registration of Customer on Tata Sky CRM)
- 5) After providing the Details he/she will have to accept T&C by ticking the Box.
- 6) On confirming T&C he/she will have to select PLACE ORDER option.
- 7) Post Placing Order he/she will be directed to Instamojo Payment Gateway, where he/she will be provided options to make payments.
- 8) He/she will have to follow the payment steps to complete and confirm payments.
- 9) On Confirmation of the payments, a call will be generated by Secura support staff to the customer for re-verification of the details and product.
- 10) On tele-confirmation Installation WORK ORDER (WO) will be generated for selected product along with the complimentary 2 months pack and customer will be intimated on the WO details via automated SMS from Tata Sky system on the Registered Mobile Number (RMN) provided.
- 11) Post WO generation Authorised Installation Service Provider (ISP) of Tata Sky mapped to the Installation PINCODE will tele-call the customer for confirming Installation time, accordingly the ISP Technician will visit along with the Goods and Install the Product and Activate the Services.

C. Escalation Matrix

***In case of any failure / non acceptance of RuPay Card kindly contact:

Email us at Contact@loofre.com

D. Terms & Conditions

1. No Refund & Return will be entertained post Installation & Activation of the services.
2. On payment confirmation Secura will generate Work Order on Tata Sky CRM within 12-24 hours.
3. Post Work Order Generation, Tata Sky Installation TAT is 24 hours.
4. For Order Status & Delivery Status customer can mail us on support@securatech.in
5. For After sales support customer will have to connect with TATA SKY Helpline (1800 208 6633)
6. Secura Technologies support staff operations will be available for customer queries/support from 10am to 6pm excluding Sundays and National Holidays.
7. Product price is subject to change.

All NPCI & Tata Sky standard terms and conditions applicable.
