

# FAQs

## Premium Plan

Powered by Paytm First

### **Q. What is the Premium Plan powered by Paytm First?**

A. It is an exclusive 6 months membership that gives you access to a wide range of across Free Premium Subscriptions, on Paytm, Cashbacks on Brand Gift Cards and offers from Top Brands. This is powered by Paytm First.

### **Q. How to use Offers in the Premium Plan on Paytm First?**

A. Once you become a member, you can start using Paytm First right away.

\*To redeem your benefits, simply visit all services sections on Paytm, click on Paytm First or find Paytm first through search on the home page.

\* Click on Paytm first & you will be routed to your membership page where you can view all the benefits

\* Click on any offer, you will be able to view terms and conditions of the offer and steps on how to use the offer

\* Click on unlock promocode, and then follow instructions to redeem the code

### **Q. Do I need to pay extra for any mentioned in the Free Premium Subscription Section?**

A. No, all are part of the 6 months Premium Plan . You do not need to pay anything extra to avail any in any section.

### **Q. I don't live in India. Can I still activate the Premium Plan on Paytm First?**

A. We are sorry but the membership is currently available only for people living in India

### **Q. Can offers change after I activate my Premium Plan?**

A. Yes, offers from our partner brands may change over time in our endeavor to provide customers with great benefits. Paytm and its brand partners reserve the right at any time, without any prior notice to modify or revoke any offer related terms and conditions.

### **Q. What happens to my free subscriptions once my Premium Plan expires?**

A. Any subscriptions which have been activated by you will remain active and for any membership which is not activated, the code will expire as per offer terms and conditions.

### **Q. Where can I find my membership status?**

A. You can find your membership status by accessing Paytm First section by clicking on the name - Premium Plan . Under the "" section, you'll see your membership status, including your type and expiration date.

**Q. How are my savings or benefit values calculated ?**

A. Your benefit values or savings are calculated based on the maximum savings you may drive while interacting with a product or a service. Ex. if you get 10% off on a Gift Card and the maximum denomination which can be purchased is ₹10,000, then the savings are calculated as 10% of ₹10,000 i.e. ₹1,000.

**Q. Some offers on my Premium Plan on Paytm First are not working. What should I do?**

A. Please raise a request on the Paytm app under the help section and our team will resolve the issue within 3 working days

**Q. I want to cancel my subscription?**

A. We are sorry to see you go. Please raise a request on the Paytm app for cancellation of this . Please note that this cancellation does not entitle you to a refund or cash exchange of any sorts.

# Terms and Conditions of Use

## Brand Description

Paytm First is an exclusive membership gives you access to a wide range of benefits, including:

- \* Exclusive on the Paytm App
- \* Premium subscriptions to popular OTT, music, infotainment and wellness platforms
- \* Offers on Brand Gift Cards purchased on the Paytm App
- \* Exclusive offers and discounts on food, travel, and shopping brands
- \* And much more!

## Terms & Conditions

1. This is a Paytm First Activation Code which will be accepted on the Paytm app only.
2. The user who has the Paytm First Activation Code is deemed to be the beneficiary.
3. Paytm is not responsible if the Paytm First Activation Code is lost, stolen or used without permission.
4. Only one Paytm First Activation Code can be used for one subscription.
5. If a user has an active Paytm First Membership they will not be able to activate a new Paytm First Membership or extend the existing Paytm First Membership.
6. This is a one time Paytm First Activation Code with an expiration date.
7. The Paytm First Activation Code can not be revalidated once expired or canceled under any situations.
8. Paytm First Activation Code can not be clubbed with any one of existing offers on the Paytm app or any Paytm platform.
9. For any queries/issues related to this activation code, you can raise a ticket in the help section of Paytm consumer app.
10. Paytm/Paytm First reserves the right to withdraw, modify, cancel, change the offer at any point of time without prior notice and at their sole discretion.
11. Paytm First Membership shall be valid for a period of 6 months from its date of activation for customers
12. Paytm First Membership will be terminated after the end of 6 months.
13. Paytm First Membership is being made purely on a best effort basis nothing contained herein amounts to a commitment by Paytm to launch or offer, similar or other Paytm First memberships.
14. The offers extended in the Paytm First Membership are by different third parties. Paytm is not responsible for the third party offers. Therefore, Paytm may change and/or remove the offerings in the Paytm First Membership from time to time at its sole discretion. Paytm reserves the right to amend these and the terms and conditions of Paytm First Membership including the retail price changes from time to time.

15. Paytm First Membership Subscription cannot be canceled, however, Paytm reserves the sole discretion to do so on a case to case basis.
16. Customers use of Paytm First Membership is governed by the agreements available for reference on <https://paytm.com/about-us/our-policies/#tandc>.

### **Special Instructions**

1. Paytm reserves the right to accept or refuse membership in their respective discretion.
2. Paytm may send customer email and other communications related to Paytm First Membership (regardless of any settings or preferences related to your Paytm account).
3. Users may not transfer or assign his/her Paytm First Membership or any Paytm First Membership benefits, including promotion codes for First memberships or benefits, except as allowed in offer terms.
4. Paytm First Members are not permitted to purchase products for the purpose of resale, rental, or to ship to their customers or potential customers using Paytm First benefits.
5. Paytm First Membership may require certain purchase thresholds, have quantity or shipping address limitations, or require members to meet specified criteria in order to access them.
6. From time to time, Paytm may choose in its sole discretion to add or remove Paytm First Membership benefits.
7. Paytm may in its own discretion change these Terms, Paytm's Conditions of Use and Privacy Notice, or any aspect of Paytm First Membership, without notice. If any change to these terms is found invalid, void, or for any reason unenforceable, that change is severable and does not affect the validity and enforceability of any remaining changes or conditions.
8. In addition to the other limitations and exclusions in Paytm's conditions of use, Paytm's total Liability, whether in contract, warranty or otherwise, will not exceed the retail membership fee of Paytm First Membership available on the Paytm App. This limitation liability will apply to the fullest extent permitted by law.