

Category wise exchange and redemption grid				
Products/Category	Base Offer	Exchange Value up to		
		Kids	Ladies	Mens
JEANS	Upto 50%	100	300	400
KNIT TOP	Upto 50%	100	0	0
KURTA/DRESS	Upto 50%	0	200	0
PANTS / TROUSERS/JOGGERS	Upto 50%	100	200	300
SHIRTS	Upto 50%	100	100	250
TOP WEAR & TSHIRTS	Upto 50%	100	100	150
CHINOS	Upto 50%	0	0	300
SHORTS/ TRACKS	Upto 50%	0	100	100
PALAZZOS/SKIRTS/CULOTEES	Upto 50%	0	100	0

## U2B Exchange / Terms & Conditions

1. The customer should read and understand the terms and conditions herein carefully. Participating in this campaign by depositing the old clothes/ merchandise with the store would be deemed to mean that the customer had read, understood, and was aware of the terms and conditions of this U2B exchange campaign.
2. Fixing the exchange value for the old merchandise will be at the sole discretion of Reliance. If the customer is not satisfied with the exchange value determined by Reliance, they are free to take back the old merchandise and not take part in the exchange campaign before the issuance of the exchange voucher.
3. The exchange values for old products are fixed and not negotiable, while the redemption value may vary depending on the brand or category of apparel
4. Redemption value will vary for each apparel product within the same brand or category
5. Redemption of Exchange vouchers will not be valid on the “**Grab Deal**”, “**Price Drop Alert (PDA)**” and “**Red Zone**” Offers or apparel
6. The exchange voucher redemption is valid for participant apparel brands up to 50% discount only in the Reliance Fashion Factory stores (“store”)
7. The exchange voucher is applicable only for selected apparel brands/categories/stores and there may be merchandise in the store for which the exchange voucher may not be applicable or redeemed hence please contact the customer desk / Store Manager for clarification.
8. Customer once opted for the Exchange campaign and received the Exchange voucher, cannot discontinue from this campaign and demand the return of the old clothes/merchandise deposited.
9. The Exchange vouchers can be redeemed only in Reliance Fashion Factory stores

10. Redemption of Exchange voucher is not valid or applicable for FF **Bhuj** and FF **Zirakpur** stores
11. Exchange voucher is not applicable on Non-apps and cannot be redeemed in part value on apparel
12. No two offers or exchange vouchers can be clubbed together
13. Denomination equivalent to an eligible amount set for the product category can only be redeemed
14. Exchange vouchers are non-transferable for cash, cheque or any other mode of payment
15. Old merchandise should not be dirty, soiled and torn while depositing at the Fashion Factory Exchange counter
16. Reliance Fashion Factory is at the sole discretion to decide on the quality of the old cloths and whether the merchandise can be received or not.
17. Validity of the exchange voucher (redemption period) will be as per stamped date. The Customer/bearer is requested to use the Exchange voucher before the expiry of the validity period and post the validity period the Exchange voucher will not be accepted nor will a refund be made.
18. Customer shall keep the exchange voucher safe and secure. No replacement/refund/compensation will be made if such exchange coupon/ voucher is lost.
19. Reliance Retail Ltd. (Fashion Factory format) reserves its right to modify/amend the Terms & Conditions of the Exchange Voucher at any time without prior notice and such modifications shall be binding on the user/bearer of the Exchange Voucher. The decision of Reliance shall be final.
20. For Redemption, the Bearer of the Exchange Voucher is to provide the original Exchange Voucher/Coupon to the cashier prior to the settling of the bill.
21. The Store manager / Store Staff are available for any clarification. Exchange voucher invoices will be billed separately for customers
22. In case of any issue faced by the Exchange Voucher bearer, he shall reach out to our Customer service desk at the Fashion Factory stores or Customer Care at Toll-free number 1800 891 0001/ 1800 102 7382 or Email at [customerservice@ril.com](mailto:customerservice@ril.com)
23. All disputes are subject to the jurisdiction of courts at Mumbai only