

Frequently Asked Questions

1. What is the offer?

Pay using Amazon Pay UPI and get flat Rs.50 back on orders above Rs.50. This offer is applicable only once per customer. You will be eligible for cashback on your Amazon.in shopping order, mobile recharges, bill payments and loading Amazon Pay balance. This cashback is applicable only on your first ever payment using Amazon Pay UPI till date. You will NOT be eligible for cashback if you have (i) Used Amazon Pay UPI previously for shopping or bill payments on Amazon (ii) made a payment via UPI QR Scan (iii) have made Money Transfers on Amazon

2. What is Amazon Pay UPI?

You can now set up Amazon Pay UPI through Amazon.in Android App and link your bank account to it and start making payments on Amazon.in app.

3. How do I pay using Amazon Pay UPI?

There are two ways to pay for with Amazon Pay UPI. On the Payment Selection Page (i) You must choose your Bank account linked to your Amazon Pay UPI (Ex: Amazon Pay UPI – SBI *****1234); or (ii) Click BHIM UPI and Set up Amazon Pay UPI and Pay for the order.

4. When am I not eligible for this offer?

You will not be eligible for this offer if you use BHIM UPI, or any other UPI ID from other apps or other payment methods such as Amazon Pay balance, net banking, debit or credit cards. You will not be eligible for cashback if you enter your Amazon Pay UPI ID in the BHIM UPI box and pay for your transaction You will not be eligible if you have previously used Amazon Pay UPI for shopping/bill payments or adding Amazon Pay balance; or paid any merchant via UPI QR scan or made any money transfers on Amazon

5. Is this offer available for Pay on Delivery?

No, this offer is not available for Pay on delivery, card on delivery or SMS pay link on delivery.

6. Will I be eligible if I transact on desktop using Amazon Pay UPI?

No, you will NOT be eligible for the cashback.

7. What is the offer period?

You can avail this cashback only if you place your order using Amazon Pay UPI before January 1st, 2021 subject to the below terms and conditions.

8. Is there a minimum order value?

Yes, INR 50 is the minimum value to avail the offer.

9. I do not see Amazon Pay UPI, what should I do?

Amazon Pay UPI is only available on the mobile app for Android customers. You must have the latest version of the Amazon app downloaded from the Google Play store in order to access Amazon Pay UPI. You will not be able to use Amazon Pay UPI on desktop, tablet or mobile web. If you are not on the latest version, kindly update your app.

10. Is the offer applicable on all orders?

All Amazon.in orders, excluding purchase of Gift Cards, are eligible for cashback under this offer.

11. How many times can I avail this offer?

You can get the cashback only once in your lifetime

12. What happens if I have already completed payment for one order through Amazon Pay UPI?

You will not get cashback as it is only applicable on the first ever order made using Amazon Pay UPI

13. What is the maximum cashback I can get?

The maximum cashback you can get is INR 50 in the form of Amazon Pay balance.

14. When and where will the cashback be credited?

Cashback will be credited as Amazon Pay balance within 5 days of the order date. You can view your available Amazon Pay balance here. This Amazon Pay balance is redeemable across products on Amazon.in and partner sites.

15. What happens if I am eligible for other UPI offers on Amazon.in?

In case you are eligible for other offer(s) you will receive the benefit for only the offer that has the maximum benefit

Offer Terms & Conditions

- 1.This limited term promotional offer, namely Amazon Pay UPI Cashback Offer ("Offer") is provided to you by Amazon Pay (India) Private Limited ("APIPL") and is made available to you on the website www.amazon.in and corresponding mobile site and mobile application (collectively, "Amazon.in") by Amazon Seller Services Private Limited ("ASSPL"). This Offer is made available in relation to use of Amazon Pay Unified Payments Interface ("UPI") handle (this handle, "Amazon Pay UPI") on an Android-based Amazon.in mobile application ("Amazon.in").
- 2.These Offer terms and conditions ("Offer Terms") are in addition to Amazon.in Conditions of Use & Sale and Privacy Notice to which you agree to by using Amazon.in. To the extent the Conditions of Use & Sale are inconsistent with these Offer Terms, these Offer Terms shall prevail with respect to the Offer only.
- 3.This Offer is valid till January 1st, 2021 ("Offer Period"), unless extended or revoked by APIPL in its sole discretion, without any prior notice and without any liability.
- 4.Within the Offer Period, any customer who:
 - a)makes a payment for: (i) purchase of any product(s) on Amazon.in; or (ii) load of Amazon Pay balance; or (iii) mobile recharge or bill payment; and
 - b)chooses to pay for the first-time ever for such transaction using linked bank account to Amazon Pay UPI handle available on Amazon.in ("Eligible Payment Method"), will be eligible to receive a cashback for an amount equivalent to INR 50 in the form of Amazon Pay balance on minimum of the value of the order of INR 50.
- 5.It is clarified that the use of the Eligible Payment Method is governed by the applicable terms and conditions, which may be communicated to you at the time of using the Eligible Payment Method. For the avoidance of doubt, the Eligible Payment Method is available only for use on the Amazon.in Android-based mobile application and has not been enabled on any other medium (like Amazon.in website or iOS-based Amazon.in mobile application).
- 6.A customer will not be eligible to receive the cashback under this Offer if payment is made using a payment method / mode other than the Eligible Payment Method such as payment through Amazon Pay balance, debit or credit card, net banking, or pay-on-delivery or even UPI handles of a third-party (other than Amazon Pay UPI). It is clarified that a customer will not be eligible to receive the applicable cashback, if such customer choses to make payment through pay-on-delivery mode and completes payment by opting to pay (if available) through the Eligible Payment Method (and not cash or card) at the time of delivery of the order. It is clarified that a customer will not be eligible for cashback if the customer enters Amazon UPI ID in the BHIM UPI payment method and pays for the order.
- 7.A customer will also not be eligible for this Offer, if multiple payment methods are used to pay for the purchase/ payment transaction, even if one of the payment method is one of the Eligible Payment Methods or even both / all the payment methods used for the transaction qualify as Eligible Payment Methods.
- 8.The Offer is not applicable to purchase transactions made towards purchase of Amazon Gift Card(s) on Amazon.in, even on use of the Eligible Payment Method.
- 9.Each customer can avail this Offer only for the first ever purchase/ payment made through the Eligible Payment Method and when such purchase/ payment is made during the Offer Period. Any subsequent purchase/ payment transaction made during the Offer Period, even though using Amazon Pay UPI payment handle, will not entitle customer to the cashback under this Offer. In case a customer is eligible for other offers, they will receive the benefit for only the offer that has the maximum benefit.
- 10.The applicable amount of cashback will be provided to customers in the form of an Amazon Gift Card, issued by QuikSilver Solutions Private Limited, redeemable as Amazon Pay balance. The use and redemption of a Gift Card is governed by the applicable terms and conditions. The Amazon Pay balance is redeemable across products on Amazon.in and partner sites.
- 11.The participation of a customer will be deemed to be withdrawn from this Offer if the purchase transaction: (a) is cancelled (for any reason whatsoever) by the customer or the concerned seller or by ASSPL; or (b) is returned by the customer. In such cases, if cashback has been received by the customer, amount of the cashback will be deducted from the transaction amount, at the time of refund to the customer (if any). For the avoidance of doubts, it is clarified that the mode of refund will be governed by the applicable terms.
- 12.The cashback under this Offer will be provided within 5 calendar days from the day of the successful completion of purchase/ payment transaction using the Eligible Payment Method with these Offer Terms.
- 13.APIPL reserves the right, at any time, without prior notice, without liability, and without assigning any reason whatsoever, to add/alter/modify/change or vary all of these Offer Terms or to replace, wholly or in part, this Offer by another offer, whether similar to this Offer or not.
- 14.In case a customer is eligible for any other offer(s) and is entitled to benefits under such other offer(s) in addition to this Offer, such customer will be eligible to avail benefits under this Offer as well as such other offers, i.e. for both the offers.
- 15.Under no circumstances, will the cashback being offered under this Offer be settled in cash in lieu thereof.
- 16.Any query / issue in relation to the cashback or this Offer should be addressed to APIPL at Amazon.in customer care during the Offer Period. Post such date APIPL will not entertain any communication regarding this Offer or cashback from any person.
- 17.By availing this Offer, every customer expressly agrees that APIPL or ASSPL or any of its affiliates will not be liable or responsible for any loss or damage whatsoever that a customer may suffer, directly or indirectly, in connection with this Offer.
- 18.Nothing herein amounts to a commitment by APIPL to conduct further, similar or other offers.
- 19.APIPL reserves the right to disqualify a customer from the benefits of the Offer if any fraudulent activity is identified as being carried out for the purpose of availing the Offer.
- 20.These Offer Terms are governed by the laws of India and the courts at New Delhi will have exclusive jurisdiction over any matter or dispute in relation to this Offer.
- 21.This Offer is by way of a special offer only for customers who make payment for their order using the Eligible Payment Method.
- 22.Any customer is not bound in any way to participate in this Offer. Any participation is voluntary. The Offer is being made purely on a best effort basis.
- 23.Any person availing this Offer will be deemed to have accepted the Offer Terms.