

Terms & Conditions – Collectible Voucher

- It is mandatory to collect the ComBank voucher in order to avail the Bank's discount on the given promotion date
- If a transaction is performed without the Bank voucher and discount will not apply, however transaction can be completed without the discount
- One voucher is valid for one discount transaction only
- Particular Bank voucher can be collected on the offer/promotion date only, same can be redeemed on the promotion date only

FAQs for Bank Collectible Vouchers

Q: Do I need to collect a bank voucher for getting the bank day discount?

A: Yes, bank voucher has to be collected to get the discount.

Q: If I do not collect a bank voucher will I not get the discount?

A: If bank voucher is not collected, discount will not apply on transaction.

Q: Can I use one bank voucher for all types of card payments (Outright payments, Monthly Instalments payments, Utility Payments)

A: No. You can't. You have to collect the voucher based on your payment type.

If you want to make an outright payment/One-time payment with your card, collect the relevant bank voucher for outright payment/One-time payment

If you want to go for a monthly Instalment Plan Scheme with your Credit Card, collect the relevant bank voucher for the Instalment Plan

Q: If I do not collect a bank voucher will I be able to place an order on Daraz?

A: Yes. If a bank voucher is not collected customer will still be able to make a transaction however, bank discount will not apply.

Q: Do I have to enter/type a voucher code on checkout to get discount?

A: No voucher code has to be entered/typed on checkout to avail discount. The customer has to only click on the collect button of bank discount voucher to become eligible for the discount on checkout.

Q: Where can I click on bank vouchers to collect them?

A: Bank collectible vouchers are placed as clickable buttons on following Daraz pages:

- Bank day landing page (accessible from bank day home page slider on Daraz or from bank day SMS/Email/Push Notification/Social Media links sent by Daraz and banks).
- Other high customer traffic Daraz pages.

Q: Do I need to do anything else besides collecting the bank voucher to get the bank discount?

A: No. Once a customer collects the bank voucher no additional step is needed to become eligible for availing the bank discount. Customer just needs to select a product and proceed to checkout and enter the correct bank card number and discount will automatically apply.

Q: Do I have to collect a new bank voucher for getting discount on every transaction?

A: Yes. Once a voucher is collected and transactions is made with a discount the voucher stands utilized and customer will have to collect a second voucher (just like the first one) to get second transaction discounted.

Q: Can I collect multiple vouchers for one bank day and redeem on multiple transactions on that bank day?

A: No. A customer can only collect one voucher at one time and has to redeem it by placing a transaction before a second voucher is collected for second transaction.

Q: Can I collect more bank vouchers than the allowed limit?

A: No. Once a customer has collected and redeemed the allowed limit of bank vouchers, that bank voucher will be deactivated for further collection. Therefore, customers cannot redeem more than allowed bank vouchers on bank day.

Q: Can I collect a bank voucher before the bank day?

A: No. A bank voucher can only be collected on the bank day. On other days the bank collectible voucher will be visible but not active for collection on Discounts Page on Daraz.

Q: Can I avail a voucher which I collected on a bank day after the bank day has passed?

A: No. A bank voucher can be only redeemed on transaction on that bank day only.

Q: Do bank vouchers apply on bank cards that are saved on Daraz (Tokenized cards/Cards on File)?

A: Yes. Bank vouchers will work on applicable bank cards that are saved on Daraz.

Q: Can I avail bank discount vouchers in addition to Daraz vouchers and get additional Daraz discounts??

A: Bank vouchers can be collected in addition to all other Daraz vouchers which are live. Upon checkout all the collected Daraz vouchers and relevant bank voucher (matching with the bank card number entered) will apply discounts in combination/simultaneously.

Q: Can I check if I have successfully collected a bank discount voucher?

Yes. A customer can visit his customer account page and go to manage my account tab which has a sub-menu of vouchers where all successfully collected vouchers will be displayed.

Process/Steps

01. Click on the ComBank banner on the home page
02. Collect the ComBank 10% off discount voucher by clicking on the "collect" button
03. select the product/s and proceed to pay
04. Fill in the ComBank credit card details on the checkout
05. discount will apply automatically.

HOW TO COLLECT BANK DISCOUNT

	Collect the Voucher from the page		Fill in the bank details on checkout		Discount will apply automatically
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