

FAQs- Digital First Business Membership

Digital First Business Membership

1. What is the Digital First Business membership?

The Digital First Business membership is a membership extended by Reliance Digital that comes to you absolutely FREE as a part of a promotional offer on select plans of JioBusiness solution. This membership worth Rs.4, 999 offers you various benefits on the purchase of devices from Reliance Digital.

2. What are the key benefits of the Digital First Business membership?

Here are the key benefits of this membership;

1. **Additional Discount** - 3% additional discount on 12 annual transactions. 6 offline transactions (in stores) and 6 online transactions (on www.reliancedigital.in)
2. **Extended Warranty** - 6 months additional warranty on;
 - Devices like Mobile Phones, Laptops, Desktops & Printers
 - Large appliances like Air Conditioners, Refrigerators & Washing Machines
 - Small appliances like Water Purifiers, Microwave Ovens and OTG, Geysers, Air Coolers, Air Purifiers & Vacuum Cleaners
 - Home electronics like Televisions, Home Theatres, Cameras and other Audio products
3. **Onsite Support** - Onsite support for Consumer Durable products only (Large Appliances, Small Appliances and Home Electronics mentioned above)

3. Who will be eligible for the Digital First Business membership?

The Digital First Business membership is available to customers who have subscribed to plans with monthly tariff of Rs.2, 000 and above. This is a limited period offer.

4. How will the additional discount be extended to me?

If you are eligible for the membership, you will receive 12 unique discount coupon codes (six for offline and six for online purchase) via email and/ or SMS.

5. When will the discount coupon codes be activated for use?

All 12 discount coupon codes will be activated within 10 to 15 days of activation of core service of JioBusiness solution (High Speed Internet). For e.g. if your link goes live on 1st March 2021 then your coupon codes will be activated latest by 15th March 2021.

6. Is there is any minimum transaction value or upper limit to avail the benefits?

You can avail 3% discount irrespective of value of the transaction. There is no limit on the value per transaction. With this membership you can do 12 such transactions.

7. Is there any restriction on the number of times a code can be used or on the number of codes that can be used in any transaction?

Each code can be used only once. And only single code can be used in one transaction.

8. Is there a limit on the number of transactions per month to avail the discount?

There is no restriction on the number of transactions that can be done in a month or on the number of coupon codes that can be redeemed in any given month either offline or online.

9. Am I eligible for other offers while redeeming the discount coupon codes?

These discount coupon codes are over and above all offers/ coupons already applied/ applicable on cart items including cashback offers.

10. What are the benefits of the six month extended warranty?

Following are the benefits of six month extended warranty:

- a. The 6 Month Extended Warranty is in addition to the warranty offered by brands as well as any other warranties that are bought by the customer
- b. For e.g. - If a brand offers 1-year warranty on its product, customers will get an additional 6 Month Warranty on the same product at no extra cost
- c. If a customer has bought an Extended Warranty as well, the 6 Month Free Extended Warranty will start post all warranties, brand as well as paid, are lapsed

- d. The extended warranty will offer all benefits that are offered in the brand warranty and includes comprehensive coverage of parts and labor

11. What are the benefits of onsite support?

Onsite support is available on Consumer Durable products only (Large Appliances, Small Appliances and Home Electronics mentioned above) bought under this program. You can reach out to Reliance Digital Customer Service and request a free visit of a RESQ engineer for the servicing/ repair/ maintenance of these products.

12. If I terminate my plan, will I still be eligible to avail the benefits of the Digital First Business membership?

All the membership benefits will cease to exist on terminating JioBusiness solution. Which means, discount coupon codes will get disabled, six-month extended warranty will lapse and onsite support will not be extended, after you terminate the plan.

13. If I downgrade my plan, will I be still eligible to avail the benefits of the Digital First Business membership?

Yes. The benefits will continue as long as you continue to use JioBusiness solution.

14. If I have multiple offices across a single state can I avail the benefits of the Digital First Business membership for each office?

Yes. The Digital First Business membership can be availed for each office that has an active JioBusiness solution plan with monthly tariff of Rs.2,000 and above (within the promotional period).

Customer Service

15. Who should I contact in case of issues regarding Digital First Business Membership redemption of the discount coupon codes or request of engineer visit for under warranty products?

If you have any query or require support, please contact Reliance Digital at 1800 8891 044.