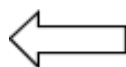


## MODALITIES OF CBO

### Modalities:

- Containers coming under the scheme will have special scheme message on the label.
- In case of buckets, the scheme cash-back amount is printed on a scratch coupon which is not visible until scratched. Every scratch coupon has unique alphanumeric identification number, QR code & Denomination amount. The scratch coupon is put under the cap inside the spout fitted on the lid of the bucket. The customers/mechanics will see winning amount after breaking seal and pulling out the cap of the promo-bucket.
- In case of cans, the scheme cash-back amount is printed on a specially designed wad and is put inside the cap. The printing on the wad will be covered with the silver foil and will be visible only after opening the cap. Each & every wad has unique alphanumeric identification number, QR code & Denomination amount. The cash backs are randomly distributed among identification numbers using a computerized program.
- The coupon process flow will be as under:



**A) Mechanic/ end customer incentive:**

- Mechanics/end customers after taking out the Wad/scratch coupon from the cap/bucket and see the winning cash-back amount on it. The denominations of cash-back amount will be as below.

PRODUCTS	PACKS	DENOMINATION AMOUNT
4T , 4T 20W50, Scootomatic 4ST 10W30	0.8L,0.9L,1L	Rs.10, 20,50
4T Synth	1L	Rs.20,50,100
4T Bullet, Futura G Plus	2.5 L,3.5L	Rs.50,100,200
Pride XL Plus Pride TC	7.5L,10L,15L	Rs.50,100,200,500,1000
Tractor Oil Plus	7.5L,8.5L	Rs.50,100,200
OIB Oil	20L	Rs.100,200,500,1000

- The mechanic/ end customer will approach to the reseller for reimbursement of the cash back amount. Any reseller can validate the coupon through sms and give reimbursement to the mechanic/ customer claiming the cash back amount after obtaining the coupon from the mechanic/end customer. Only the registered resellers, i.e the resellers serviced by the stockists, can settle the cash back to the mechanic/end customer and further claim the amount from the stockists.
- **Validation of Coupon/wad:**
- The coupon/wad validation can be done by any customer/ mechanic/ Reseller/ SSF/ Stockist/ IOC officer using SMS.
  - For SMS validation, the alphanumeric QR code is to be sent to the mobile number 9008240123
- **Settlement/payment of Cash-Back amount:**
- The reseller will settle the amount mentioned in coupon with the end customer/mechanic and claim the amount from the stockiest.

**Terms & Conditions:**

- The **Cash Back Offer** promotion period will be till 31<sup>st</sup> December'2019.
- IOC has right to reject any claim if any discrepancy is found.
- IOC's decision on any matters concerning Terms and condition will be final.
- IOC reserves right to amend any terms of the CBO(Cash Back Offer) or withdraw the same completely without notice.
- The offer is valid for selected products and packs detailed in the promotion scheme.
- The packs with Cash back offer will be mentioned in the label of the promotion pack.
- Any dispute arising out of the promotion in the market or the customers will be Stockists responsibility.
- The process of gratification is mentioned in the modalities of CBO.
- IOC is not responsible for any dispute arising out of the promotion of **Cash Back Offer**.

