

## **FAQ's for the Luminous mPartner Program**

1 – What is the Validity period for the offer?

A – The Offer is valid till 31 December 2023 only.

2. How can I register for the program?

A- mPartner can visit the exclusive section on Haier ecommerce site

<https://shop.haierindia.com/Luminous> and login using his registered mPartner mobile number.

3- Can I use any other mobile Number?

A- Partner can only use the mobile number registered as part of mPartner program. No other mobile number will be able to access the program site.

4- How can I buy the products?

A – Once you enter your mPartner mobile number, you will get an OTP on your registered mobile number. By entering the OTP you will be able to access the mPartner portal.

You can use the following steps to buy the product.

Step 1 – Choose the product.

Step 2 – click on BUY NOW button.

Step 3 – Fill in the Address and other details in the ORDER PROCESS page and click on the 'PLACE ORDER' button.

Step 4 – Click 'CONFIRM ORDER' in case your order value is lesser than cart value or click on "PAY BY RAZORPAY" in case your cart value is higher than the coupon Value.

5- How will I know my coupon code?

A- Your coupon code is mentioned on the top center of the website after you login.

6- How can I know my coupon value?

A- Your coupon code value as well as balance in case you have used it earlier will be mentioned on the top Center of the website next to coupon code.

7- Can I buy any product from the site? can I buy multiple products from the site?

A- Yes. You can buy any Haier product or multiple products that is listed on the partner portal. Please note that the coupon is not valid on the Haier ecommerce site open to public.

8- What if I buy product of value lesser than coupon value?

A- In case the value of the product purchased by you is lesser than coupon value, the remaining value will be available for you to use for future purchase. However, you need to ensure that the coupon value is used within the scheme period.

9 - What if I buy product higher than coupon value?

A- In case you have selected a product higher than the coupon value, you will have to pay the difference by using payment gateway Razorpay. The button "PAY VIA RAZORPAY" will appear under coupon code box after clicking " PLACE ORDER" button after filling address details

10 – What if I want to change the product after purchase?

A- You cannot change the product once you have placed the order. We request you to check all details and the product before purchase as it cannot be cancelled or changed.

11 – Can I change the address for delivery after purchase?

A – You cannot change address or product after an order is confirmed. We request you to check the details and the product before placing the order.

12- Can I avail GST Credit on the purchase?

A – Yes. You can avail the GST credit for your purchase. You will have to fill your GST details and firm's registered address by clicking on 'CLICK FOR GST BILLING' above Pin code while in the order process segment.

13 – When will my product get delivered?

A- Your product will usually get delivered within 14 working days from the date of order. In case of remote locations, it may get extended to 21 working days.

14- What if I get a damaged product?

A – You can call on Haier India's Customer Support number 1800 419 9999 and register your complaint.

15 – Whom to contact in case I have any query?

A- In case of Query, you can send your queries to [XXXXXXXXXXXX@XXXXX.com](mailto:XXXXXXXXXXXX@XXXXX.com)

16 – Can I cancel my order?

A- No. The order once placed cannot be cancelled. Hence we request you to make your purchase decision carefully.

18 – Is there CoD (Cash On Delivery) facility available?

A- There is no Cash on Delivery available for purchase. You will have to make the payment while placing the order.