

More Quality 1st Supermarkets

Introduces

Morning Star Card



Version: 20.09.18

Terms and Conditions:

- 1) Card can be redeemed at the store of issuance only
- 2) Card is valid for 90 days from the date of issue
- 3) Customers can buy only fresh milk, eggs and bread through this card
- 4) This card not valid for tetra-packs or fino packs of milk
- 5) Damaged/lost/stolen card amount will be transferred within 48 hours post verification
- 6) Refund will be applicable only for balance amount
- 7) Card reload shall be only at zero balance
- 8) For any customer Grievance please call @Customer care no. +91 8108138000 and **Email** : contactus@morestore.com
- 9) Card balance and expiry communication shall be done through SMS only on the card linked mobile no.
- 10) Any dispute will be settled under jurisdiction of Mumbai court

FAQ's

1) What is this card?

Morning Star card is a prepaid card in 2 denominations which enables you to buy fresh milk, bread and eggs with a significant benefit. These are two types of prepaid physical cards:

- a. Morning Star Card - Benefits of INR 1100 on purchase of Card worth 999. Valid on purchase of fresh milk, eggs and bread (This card not valid for tetra-packs or Fino packs of milk).
- b. Morning Star Card - Benefits of INR 540 on purchase of Card worth 499. Valid on purchase of fresh milk, eggs and bread (This card not valid for tetra-packs or Fino packs of milk)

2) What is the validity of this card?

The card shall be valid for **90 days** from the time of issuance.

3) Where I can redeemed card?

Issued card can be redeemed at the store of issuance only.

4) How to purchase card from store?

Card will be sold only at POS. All forms of tender (Cash, credit card or debit card) will be used for purchase of card. However, refund is enabled only for cash transactions.

Each card will be linked to a mobile number. One mobile number can be linked to only one card and will be blocked for purchase of multiple cards.

Once customer pays INR 999/499, and shares mobile number, the card is linked to unique mobile number of the customer. Mobile number is mandatory for card purchase.

5) How to reload the card?

The card only reloads when earlier balance is exhausted completely. However, if the card amount is exhausted completely before 60 days, an extension can be done.

The customer gets an additional benefit (Rs 10 for Rs 499/- on reload and Rs 25/- for Rs 999) on reload) for exhausting and restarting the card within 60 days. The card, in that case, is considered new and its validity is extended by another 90 days from the date of reload.

Mobile number cannot be changed during reload.

6) I have changed my mind about the card. I want a refund then how will get the balance amount?

Refund is allowed in case the card purchase is done in cash. In case of card purchased through credit/debit card then, the balance amount can be transferred to another card but not refunded. In case of refund, only the balance amount will be returned in cash and card will be deactivated.

7) I have lost/ damaged my card. What should I do?

You can get another card with the same balance and features. You have to report the loss of card to Store Manager of the store where you purchased the Card. The new card will be active in 2 working days and the new card will have the same expiry date as the old card. There will be handling charges of INR 8 for handing over new card.

8) How will I know about card balance and expiry communication?

You will receive an SMS on your registered mobile number every week about the date of expiry of card and balance amount.

All customers who have exhausted their card will get a message to reload with an additional benefit.