

1. Eureka Forbes Limited, (hereinafter referred to as "**Eureka Forbes/Company**") is holding a special challenge offer which is valid from 1<sup>st</sup> July, 2016 to 31<sup>st</sup> Mar, 2017 (hereinafter referred to as ("**Offer/Challenge Period**") throughout India except in the states where prohibited by law.
2. The Offer/challenge is only for Indian Residents who are 18 years and above, except employees and family members of Eureka Forbes and its affiliate/associate/subsidiary companies and their suppliers, advertising agencies and event Management Company.
3. Participating in offer/challenge implies that the customer agrees to all Terms & Conditions of the Contest and the products.
4. No Claimant/winners will be entertained post the end of promotions (31<sup>st</sup> Mar, 2017).
5. The home cleaning inception will be carried out in two stages. The first cleaning inspection will be done by Eureka Forbes representatives at the customers place. If the challenger qualifies this test the same cleaning inspection procedure will be conducted by Eureka Forbes representative at the customers place under the supervision of a third party representative appointed by Eureka Forbes Ltd. If the challenger fails in the first phase of home cleaning inspection he stands disqualified from the Euroclean Ultimate Cleaning challenge and will not be considered for the second phase of home cleaning inspection.
6. Only Eureka Forbes duly authorised representatives will visit customer's place and rate the cleanliness as per parameter set by Eureka Forbes.
7. Eureka Forbes' decision on winners and prizes is final and binding.
8. No complaints will be entertained.
9. The company reserves the right to change/modify/extend the scheme from any area at any time without prior notice at the discretion of EFL terms.
10. Prizes cannot be en-cashed, exchanged or transferred.
11. Winners will be informed through phone calls and announced on our website [www.eurekaforbes.com](http://www.eurekaforbes.com)
12. Eureka Forbes will pay only 1 challenge prize to one winner (Euroclean WDX2 wet & dry vacuum Cleaner) worth Rs.13,990/- (Rupees Thirteen thousand nine hundred and ninety only )
13. If at any time, including after grant of award, any information is found to be incorrect, false or otherwise misrepresented, the winner shall return to Eureka Forbes all amounts received from Eureka Forbes.
14. Once 1 winner is announced by the company, it is implied that the challenge is over and no more claimants will be entertained thereafter.
15. Disputes, if any, will be subject to the Courts of Mumbai jurisdiction only.
16. The scheme is not valid for Employees of Eureka Forbes, its agents and associates to be decided by Eureka Forbes at their discretion.
17. The cleaning process will be performed with the following models of Euroclean – WD X2, WD, Star & XFORCE. Cleaning performed with any other brand/ model of Vacuum cleaner will not be eligible.

18. The persons/family already owing vacuum cleaner (any brands) shall not be eligible to participate in this challenge.
19. Offer /Challenge won't be extended to customers who have used the professional cleaning services within last 2 months of the challenge date.
20. This offer/Challenge is valid for customers who have been residing in any residential property for more than 6 months prior to the launch of this challenge.
21. This offer/ Challenge will be applicable only if the customer is in possession of a minimum of 10 items as listed under Home challenge parameters.
22. Mattress/ sofas with leather covers/ plastic covers are not applicable/eligible for this offer/challenge.
23. Even a small spec of dirt, dust, hair, pet dander, mud etc. found as a result of cleaning done, shall disqualify from participation.
24. In the event that a winner is unreachable, ineligible, or fails to claim the offer/challenge within a period of 5 days, the winner shall forfeit their right to claim the Prize automatically.
25. The participation in the Contest is voluntary. By participating in this Offer, participant agrees to receive communication(s) from Eureka Forbes and/or its event management company relating to the Contest and participant unconditionally agrees not to make any claim or raise any complaint against Eureka Forbes and/or the event management company in this respect.
26. All winners are subject to verification, including without limitation, verification of eligibility through checks as deemed appropriate by Eureka Forbes and complete compliance with these terms and conditions; Eureka Forbes reserves the right to verify the winner's details either on its own or through its authorised agency / person and the winner shall provide all necessary assistance in such verification. In exercising this right, Eureka Forbes may ask the winner to provide any documentary or other form of evidence, and if evidence does not establish the same then Eureka Forbes, in its sole discretion, will have the right to disqualify the winner.
27. Eureka Forbes shall not be responsible for system outages, delays, equipment malfunctions, errors or data loss of any kind, lost or unavailable connections, or failed, incomplete, garbled or deleted transmissions or other technological difficulties or any other force majeure event that may prevent a participant from participating in the Offer/Challenge. Further, Eureka Forbes will not be responsible or liable for: (a) any failure to receive submissions due to transmission failures and other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged transmissions or entries or prizes; (c) any computer or communications related malfunctions or failures; (d) any disruptions, losses or damages caused by events beyond the control of the Promoter; or (e) any printing or typographical errors in any materials associated with the Offer/challenge or (f) any delay, damage, non-receipt, lost, misrouted prizes.
28. Eureka Forbes will not be liable for delay in delivery of prizes due to non-availability of stocks or for any other reason beyond its control.

29. In the event of any conflict or inconsistency regarding any instructions, rules and conditions on any advertising or promotional material relating to the Offer/Challenge, these Terms and Conditions shall prevail over all such other instructions, rules and conditions.
30. The prize cannot be exchanged with any product or item, is non-transferable and cannot be en-cashed under any circumstances. Accessories, if any shown with the prize, if any, shall not form part of the prize to be provided to the winner. Eureka Forbes shall not be liable for any loss or damage due to Act of God, Governmental actions, other force majeure circumstances and shall not be liable to pay any amount as compensation or otherwise for any such loss.
31. By participating in the Offer/Challenge, each participant represents and warrants that he/she is legally competent to enter into binding contracts under applicable laws. By taking part and/or entering into the Offer/Challenge the participant warrants that all information provided by the participant regarding its name, age, state, city, address, phone number, etc., is true, correct, accurate and complete and that the participant is authorised to provide such information and consents to the use of such information by Eureka Forbes and/or its event management company.
32. Eureka Forbes reserves the absolute right to amend the terms and conditions of the Offer/Challenge or extend the Offer/challenge Period or cancel or discontinue the Offer/challenge or any part thereof without giving any reasons or prior notice. Eureka Forbes reserves the right to substitute the prizes under this Offer/challenge with prizes of equivalent value, at its sole discretion. Offer/challenge shall be void, if prohibited by law. In such case, Eureka Forbes shall not be liable to provide any gift(s)/ prize(s) or compensation to the winner on any account.
33. Offer/challenge shall be void in any state where prohibited by law. In such case, Eureka Forbes shall not be liable to provide any free cash-back, gift(s) or compensation to the participant on any account.
34. Failure by Eureka Forbes to enforce any of its right at any stage does not constitute a waiver of those rights.
35. By entering the Offer/challenge, the participant agrees that Eureka Forbes shall not be liable for any claims, costs, injuries, losses, or damages of any kind arising out of or in connection with the Offer/challenge or with the acceptance, possession, or use of any prize (except any liability which may not be excluded under applicable law).
36. Decision of Eureka Forbes in relation to the Offer/challenge and matter incidental thereto shall be final and binding on the customer. Dispute if any in respect of the Offer/challenge should be sent in writing within 5 days from the date of participation in the offer/challenge at B1/B2, 701, 7th Floor, Marathon- NextGen, Marathon Innova, Off Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400013, India, thereafter no disputes shall be taken into account or it is deemed that participant does not have any dispute or complaint against Eureka Forbes Limited,. The existence of dispute, if any, shall not constitute a claim against Eureka Forbes. Any and all disputes, controversies and conflicts ("Disputes") arising out of the Offer/challenge shall be referred to a sole Arbitrator to be appointed by the director of Eureka Forbes in accordance with the Arbitration and the Conciliation Act, 1996 amended up to date. The place of arbitration shall be Mumbai and the language used in arbitral proceeding shall be English. Subject to the dispute resolution procedure as

set out here in above, the courts at Mumbai shall have the exclusive jurisdiction in respect of all the subject matter with relation to the Offer/challenge.

37. This Offer/challenge is subject to laws of India including tax regulations as may be applicable to the winner as per eligibility criteria.
38. Any tax liability in respect thereof shall be to the account of the winner.
39. Eureka Forbes Limited reserves the right to withdraw, change, alter & modify the service & whatsoever offered hereunder any time with or without notice; on Regulatory reasons and/or any other reasons without any liability to the consumer. The winner shall be liable to pay applicable TDS, Service Tax, Sales Tax & all other applicable taxes & any other amendments in respect to products purchased thereof.
40. Final prizes will be distributed to the winners subject to fulfillment of Terms & Conditions of the offer/Challenge.

### **Home Challenges Parameters**

**The home cleaning challenge will be performed at any and every place of the customer's home as per following cleaning parameters:**

Sr.No.	Cleaning Parameters	Dust Particle	
		Yes	No
1	Carpet Cleaning		
2	Floor Cleaning		
3	Bed Cleaning		
4	Mattress Cleaning		
5	Wall Cleaning		
6	Sofa Cleaning		
7	Car Cleaning		
8	Curtains Cleaning		
9	Corners Cleaning		
10	Fan Cleaning		
11	Window Channel Cleaning		
12	Computer Cleaning		
13	TV Cleaning		
14	Music Channel Cleaning		
15	False Ceiling/Dropped ceiling		
16	Table Tops Cleaning		
17	Painting and artefacts		
18	Overhead tank Cleaning		
19	Wet Spills on floors, couches etc		
20	Deep Cleaning of pillows, blankets and mattress		
21	Dust behind cupboards, wardrobes, furniture's		
22	Dust in Chimney		
23	Kitchen Trolley		

<b>24</b>	Light lamps		
<b>25</b>	Window, Door & mosquito nets		
<b>26</b>	Air conditioner cleaning		
<b>27</b>	Soft Toys Cleaning		

**Process Note:**

- 1) To participate in the Euroclean Ultimate cleaning challenge the participant needs to register on [www.eurekaforbes.com](http://www.eurekaforbes.com) or [www.euroclean.in](http://www.euroclean.in)
- 2) Post registration the customer will be contacted within 10 working days and subsequent appointment will be fixed for the cleaning challenge.
- 3) Minimum 5 calls will be done to contact the participant to schedule the cleaning challenge appointment. In spite of the stated 5 attempts if the participants is still not reachable then he/she will be disqualified from the Euroclean Ultimate cleaning challenge.
- 4) The cleaning challenge activity has to be performed within 30 days from the date of registration. Eureka Forbes Ltd. shall not be responsible for any delay or failure of executing the cleaning process activity due to any conditions beyond its reasonable control. Instances where the cleaning challenge activity could not be performed the offer/challenge will be void. And Eureka Forbes Ltd. shall not be liable to provide any gift(s)/prize(s) or compensation to the participants on any account.
- 5) The first cleaning inspection will be done by Eureka Forbes representatives at the customers place. If the challenger qualifies this test the same cleaning inspection procedure will be conducted by Eureka Forbes representative at the customers place under the supervision of a third party representative appointed by Eureka Forbes Ltd.