



Member's Guide



With effect from 15th July 2019

For members only.



ABOUT 'R' CLUB

Dear Member,

Welcome to the 'R' Club Rewards Programme!

'R' Club is an initiative exclusively designed to reward loyal patrons of Rajnigandha. As part of this programme, you can:

- Earn 15 reward points on the purchase of every 100g pack of Rajnigandha Pan Masala*.
- You can redeem Reward Points against exciting products of DS Group and enjoy a range of e-vouchers for your favorite brands.

To avail these privileges, please log on to <https://www.rclub.co.in> or download the 'R' Club mobile app from Google play store or iTune and filled the membership form.

Looking forward to your active participation in the 'R' Club Rewards Programme!

With warm regards,

'R' Club Team

*One unique code = 15 reward points.

HOW TO START

YOU CAN CHOOSE ANY ONE OPTION:



WWW



SMS

STEP 1 ACTIVATE 'R' CLUB MEMBERSHIP

SMS us your unique Code along with your name and address and we will send you the Password and Account member detail. You can then log on to <https://www.rclub.co.in> to fill in your membership form and activate your membership.

STEP 2 UPDATE YOUR POINTS

Type **UPD**<space>
Unique Code
<space>**Unique**
Code <space> and
send to:
+919971554333



STEP 3 REDEEM YOUR POINTS

Based on your Reward Points, you can select the products of your choice from the Rewards List

Type **RDM**<space>**Item Code**<:>**No. of pieces required**
and send to: **+919971554333**



For more than one item
separate each Item code: no.
of pieces required with single
space i.e.: **RDM**<space>**Item**
Code<:> **No. of pieces**
required< space>**Item**
Code<:>**No. of pieces**
required...

FOR EXAMPLE: If you want 2 pieces of 100g Jeera Powder, 1 piece of 100g Chicken Masala & 3 pieces of 100g Pav Bhaji Masala, please type:

E-MAIL

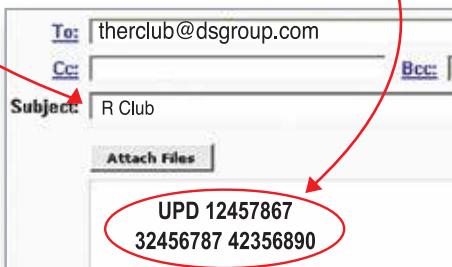
STEP 1 ACTIVATE 'R' CLUB MEMBERSHIP

Mail us your Unique Code along with your name and address and we will send you the Password and Account member. You can then log on to <https://www.rclub.co.in> to fill in your membership form and activate your membership.

STEP 2 UPDATE YOUR POINTS

Type **R Club** in the Subject box

Type **UPD<space>Unique Code<space>Unique Code<space>Unique Code...** In text box and e-mail to: **therclub@dsgroup.com**

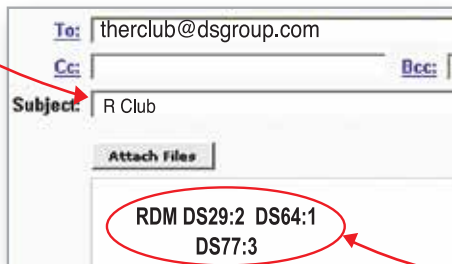


STEP 3 REDEEM YOUR POINTS

Based on your Reward Points, you can select the products of your choice from the Rewards List

Type **R Club** in the Subject box

Type **RDM<space>Item Code<:>No. of pieces required** in text box and e-mail to: **therclub@dsgroup.com**



WEBSITE

STEP 1 ACTIVATE 'R' CLUB MEMBERSHIP

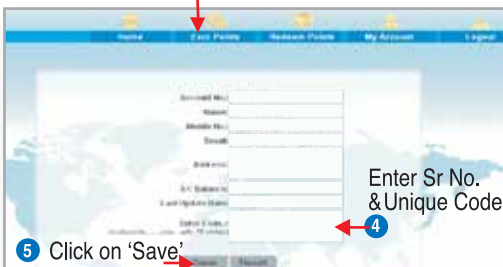
Log on to <https://www.rclub.co.in> and fill the membership form.

STEP 2 UPDATE YOUR POINTS

1 Log on to <https://www.rclub.co.in>



3 Click on 'Earn Points'



- Note:**
1. You can update upto 15 codes in one SMS/E-mail/Login session at the website separating each code with single space.
 2. Points would only be updated through your registered Mobile no./E-mail as recorded at the time of registration. In case of any change in your Mobile no./E-mail address, please inform us as per procedure.

STEP 3 REDEEM YOUR POINTS

Based on your Reward Points, you can select the products of your choice from the Rewards List.

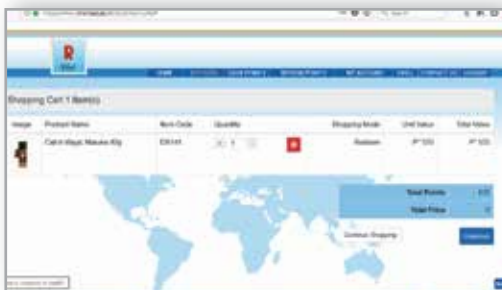
- 1 Log on to <https://www.rclub.co.in> and Click on 'Redeem' against selected items



- 3 Click on 'Add to Cart'



- 4 Click on 'Checkout'



- Note:**
1. Each product in the Rewards List has been given an item code.
 2. A minimum of 300 reward points and a maximum of 1000 reward points can be redeemed per day against DS Group Products. (Shipping free). E- Voucher: No limit of minimum and maximum for redeemed per day.
 3. Redeemed points will be automatically deducted from the account.
 4. Upto 15 different items can be redeemed per SMS/E-mail/Login session at the website.



'R' CLUB TOLL – FREE NUMBER

STEP 1 ACTIVATE 'R' CLUB MEMBERSHIP

1. Call us on our toll-free number 18001030113 from your mobile number.
2. To select your preferred language, press '1' for English and '2' for Hindi.
3. Select option '2' for 'New member' for registration.
4. Enter the coupon serial number followed by the hash (#) key.
5. Enter the coupon code followed by the hash (#) key.
6. We will send an SMS format to update your address.

STEP 2 UPDATE YOUR POINTS

1. Call us on our toll-free number 18001030113 from your registered mobile number.
2. To select your preferred language, press '1' for English and '2' for Hindi.
3. Select option '1' for 'Point Updation'
4. Enter the coupon serial number followed by the hash (#) key.
5. Enter the coupon code followed by the hash (#) key.



STEP 3 REDEEM YOUR POINTS

Based on your Reward Points, you can select the products of your choice from the Rewards List.

1. Call us on our toll-free number 18001030113 from your registered mobile number.
2. To select your preferred language, press '1' for English and '2' for Hindi.
3. Select option '2' for 'Redemption.'
4. Enter the Item Code (only numeric) followed by the hash (#) key.
5. Enter the qty. followed by the hash (#) key.

R CLUB MOBILE APP

STEP 1 ACTIVATE 'R' CLUB MEMBERSHIP

1. Visit the Google Play store or Apple App store to download 'R' Club App.
2. Click on Become member and fill the Registration .



STEP 2 UPDATE YOUR POINTS

1. Enter your Mobile number or Email-id and password.
2. Select 'Earn Points'.
3. Enter your coupon serial number and coupon code.
4. Click on Submit button Or
 1. Tap on 'Scan ' to Open the QR Code Scanner .
 2. Hold your phone over a QR Code so that it is clearly visible within the Scan area.



STEP 3 REDEEM YOUR POINTS

Based on your Reward Points, you can select the products of your choice from the Rewards List.

1. Enter your Mobile number or Email-id and password.
2. Select 'Redeem Points'.
3. Browse Item Code and select.
4. Enter Qty.
5. Click on Redeem button.





MEMBERSHIP LEVEL

'R' Club membership is offered at three levels- Blue, Silver & Gold based on points accumulated by members at the end of every six Months (April-September & Oct-Mar). Your membership level shall be defined in April and October and shall be valid for next six months. Points are calculated for Membership level taking into account the reward points you have accumulated during the period

| MEMBERSHIP LEVEL OFFERED | AVG. NO. OF POINTS REQUIRED IN SIX MONTHS | BENEFITS OFFERED |
|--------------------------|--|---|
| Blue | You'll become a Blue Member as soon as you join. | • Redeem Points |
| Silver | 800 | • Redeem Points • Calendar • Event Passes* |
| Gold | 900 | • Redeem Points • Diary • Calendar • Event Passes* |

SMS/E-MAIL US (from your registered e-mail/mobile)

For any product complaint:-

CMP <space> complaint matter with batch no. & manufacturing month

If you have any R Club related Feedback

OTH <space> query matter

For points balance instantly:

BAL

To change your correspondence address

ADD <space>Name. Address.

To Unsubscribe: **STOP**

To Subscribe: **START**

SMS to +919971554333

E-mail to therclub@dsgroup.com

(Please mention R Club in Subject Box.)

TERMS & CONDITIONS

1. The 'R' Club member means a Rajnigandha consumer, who is enrolled as a member of the 'R' Club holding a valid membership to this programme and is governed by rules set by the 'R' Club (Property of Dharampal Satyapal Limited) for this programme which are subject to change.
2. Rewards means the rewards issued by the 'R' Club as enlisted in the Reward List and/or as communicated from time to time.
3. Membership in the 'R' Club is voluntary, open to Rajnigandha Consumers above the age of 18 years with a valid mailing address in India and eligible as per the rules laid down by business. These rules are subject to change.
4. The 'R' Club membership is valid for 12 months from the date of enrollment of the programme unless terminated in terms thereof.
5. The 'R' Club membership Reward Points are non-transferable.
6. Members shall provide such information as may be required by the 'R' Club from time to time.
7. The programme of the 'R' Club may be modified at the sole discretion of the 'R' Club from time to time without information to the member.
8. The 'R' Club will not be responsible for non-serviceability due to member moving out of serviced areas.
9. Membership to the 'R' Club is at the sole discretion of the 'R' Club and it may refuse membership to any applicant without assigning any reason.
10. In the event of the member not using his/her accumulated points and/or redeem points for a period of 12 months (from his/her date of enrollment in the programme), the accumulated points will expire. All points accumulated on such accounts and lying unused at the time of expiry shall lapse.
11. Rewards once requested cannot be cancelled or withdrawn or changed and the points used for the same cannot be reversed.
12. A member may terminate his/her membership of the 'R' Club requesting for termination. His/her reward will be delivered to him/her as per his entitlements depending upon points accumulated in his/her account at the time of his/her request for termination.
13. The 'R' Club reserves the right to change the terms and conditions, features and benefits offered in the programme at any time.
14. The 'R' Club membership enrollment and eligibility, earning points, claiming reward, availability of rewards and redemption are subject to the terms and conditions herein and are subject to any applicable laws and regulations.
15. The 'R' Club reserves the right to terminate programme by giving one month's notice.
16. Upon termination or withdrawal of Rewards Programme of the 'R' Club, all members will be given 30 days time within which they may use the points in their account to request for rewards, after which the points will lapse.
17. Selection of products offered for redemption is and will be at the sole discretion of the 'R' Club and is liable to change without notice.
18. Rewards will reach the member within 12 working days of receipt of the order on a best effort basis. Notwithstanding the same, the 'R' Club will not be liable for any delay beyond this time period.
19. The 'R' Club will not be responsible for product damaged or lost in transit before delivery to the member. This responsibility entirely lies with the courier company which is used for dispatch of the reward.
20. If the 'R' Club does not receive any complaint of redeemed items within 30 days from the date of redemptions, it shall be assumed that the member has received the redeemed items. No complaints shall be entertained henceforth.
21. The 'R' Club does not accept liability for damage to persons or property whatsoever caused in relation to rewards redeemed by participants in the programme.
22. All logos and trademarks are owned by the respective companies.
23. The Consumer/Member will have to bear usual charges of their telecom service providers for the Internet and SMS to the specified numbers.
24. Members should preserve the coupons used for accumulation of points. The 'R' Club reserves the right to ask for coupons corresponding to accumulated points. In the event of non availability of coupon with the member, his/her points corresponding to these coupons may be cancelled.
25. By registering in the programme, member agrees to receive SMS/E-mail alerts from The 'R' Club irrespective of any prevailing rules and regulations with respect to receipt of SMS/E-mail alerts prescribed by Indian Law (TRAI Regulation) or any other authorized body.
26. The 'R' Club shall not in any way be liable for any issue arising on account of non-receipt of SMS/E-mail.
27. In any condition rewards cannot be converted in cash.
28. Deliveries will be made only in India.
29. In case of any dispute shall be subject to jurisdiction of courts in Delhi.



For any communication or clarifications please write/E-mail/SMS your query to:

DS GROUP



'R' Club

Marketing Department
Dharampal Satyapal Limited,
DS Headquarters,
C 6-10, Dharampal Satyapal (DS) Road,
Sector 67, Noida-201309 (U.P) India.
Toll Free Number: 1800-103-0113
SMS: +919971554333
E-mail: therclub@dsgroup.com



Order Rajnigandha Online Now!
<https://www.rclub.co.in>

CHEWING OF PAN MASALA IS INJURIOUS TO HEALTH

