

IKEA Family Credit Card by Axis Bank Terms and Conditions

These terms and conditions (“Terms”) shall be applicable to the Credit Cardholders (as defined hereinafter) participating in the Offer (as defined hereinafter) who agrees to be bound by the same and shall regulate the provisions of the specified products and services provided by the Axis Bank (“Axis Bank”). Participation in this offer is voluntary. Any User participating in the Offer shall be deemed to have read, understood and accepted these terms and conditions and these Terms shall be in addition to and not in derogation of other applicable terms and conditions of any account or any other facility/services offered by the Bank and/or such other terms and conditions as may be specified by the Bank.

Definitions: The following words and phrases shall have the meanings set out herein below in this document unless repugnant to the context:

“Month” - Statement month i.e. monthly billing cycle of your credit card.

“IKEA Family Credit Card by Axis Bank” - a Mastercard Co-branded/White label Card issued by Axis Bank, India to a registered IKEA Family member who has submitted a card application.

“Credit Cardholders” - A person who is holding the retail Axis Bank Credit Card

“Transactions” - any usage on the card which is not a charge/fee/interest levied.

“Target spend” - The exact amount that the customer needs to spend on his credit card to be eligible for the offer.

“Activation” - the first transaction done on the credit card is considered as Activation and the date of the first transaction is considered as Activation date.

“Merchant” - any establishment where the Axis Bank credit card mentioned in the offer has been used for making a purchase.

“MCC: Merchant Category Code” - A Merchant Category Code (MCC) is a four-digit number assigned to a merchant/business by the merchant’s acquiring Bank. The acquiring Bank provides the credit card payment facilities used by the merchant and it determines and applies (with respect to the account), the MCC which in its view best describes the merchant activity.

SMS/Email/Mobile App Push Notification sent by Axis Bank to the customer’s registered mobile number/email ID mentioning the offer is referred to as “communication”. Only those customers who receive the communication are eligible.

The Campaign Period referred to as “Offer Period” or “Validity”, used interchangeably, will be the one mentioned in the communication received by customer.

1. Card Activation:

- (i) For all cases of card replacement, the customer can activate the IKEA Family Credit Card by Axis Bank in the following ways:
 - Login to Axis Mobile/Internet Banking and navigate to the control center.
 - To activate the card, insert the 6-digit activation code/CVV, set the Credit Card PIN, and enable & set limits of online and contactless usage for domestic and international transactions.
 - Call 1860 419 5555/ 1860 500 5555 to activate the card by providing personal details and 6-digit activation code.
- (ii) The details to activate the card are mentioned in the replacement/renewal letter as well.

2. Joining and Annual Card Fee:

- (i) There is no joining or annual fee on IKEA Family Credit Card by Axis Bank

3. Reward point earn structure

Accelerated EDGE Reward Points:

3 EDGE REWARD POINTS on every INR 100 spent at IKEA India

- (i) Customer shall earn 3 EDGE reward points for every INR 100 spent at IKEA stores, IKEA India app or web portal.
- (ii) Identification of purchases made at IKEA is based on the name 'IKEAIN' or 'IKEA IN' appearing in the merchant description. For merchant description not containing the above phrase(s), 3 rewards will not be awarded.
- (iii) Value of 1 Edge Reward Point = INR 0.2

2 EDGE REWARD POINTS on every INR 100 spent on Dining

- (i) Customer shall earn 2 EDGE reward points for every INR 100 spent on transactions for Dining purposes
- (ii) Identification of Dining establishments is basis the MCCs 5811, 5812, 5813 and 5814 captured along with the transaction
- (iii) For merchant outlets not registered under the above MCCs assigned by Mastercard®, customer will earn 1 EDGE reward point for every INR 100 spent on the card. Axis Bank will not be responsible for providing the 2 EDGE reward points for purchases at merchant outlets that have not registered themselves under the MCCs captioned above.
- (iv) Value of 1 Edge Reward Point = INR 0.2

Base Reward Points:

1 EDGE Reward Point on every INR 100 spent elsewhere

- (i) Customer shall earn 1 reward point on every INR 100 spent anywhere else on the IKEA Family Credit Card by Axis Bank. The EDGE reward points earned against purchases made on the credit card shall reflect in the customer's card account on the transaction posting date.
- (ii) Purchase transactions performed on these Merchant Category Codes (MCC) as allotted by Mastercard® shall not earn EDGE Reward Points:

Excluded MCCs

- Transportation & Tolls (4111, 4121, 4131,4784)
- Utilities (4814,4816,4899,4900)
- Insurance (6300,6381,5960,6012,6051)
- Educational Institutions (8211,8241,8244,8249,8299)
- Govt. Institutions (9211,9222,9311,9399,9402,9405,8220)
- Wallet (6540)
- Rent (6513)
- Fuel (5541,5542,5983)

Illustrative example on Rewards Earn: For an IKEA Family Credit Card with statement cycle on 10th of each month, card statement is generated on 10th December for spends between 11th Nov to 10th Dec consisting of below transactions:

Posting Date	Transaction	Type	Amount (INR)	Reward Category	Points Credited
15th Nov	IKEA	Purchase	5000	3X	150
16th Nov	Dining	Purchase	2500	2X	50
18th Nov	Fuel	Purchase	1200	Nil	0
21st Nov	Grocery Store	Purchase	1500	1X	15
28th Nov	Utilities	Purchase	3500	Nil	0
	Total		13700		215

- Value of 1 Edge Reward Point = INR 0.2

Redemption of Reward Points:

- Instant reward point redemption for purchases made at IKEA stores via SMS (SMS based redemption method). Min. transaction value for such redemption is INR 250/-.
- SMS based redemption option on IKEA Purchases (In-store & Online) is available **exclusively** for cardholders of IKEA Family Credit Card by Axis Bank (Effective 30th June 2024)
- Link received in SMS will be valid for 24 hours for all eligible merchant categories. However, the Cardholder is suggested to redeem when the SMS is received. By clicking on the link, Cardholder will be routed to an Axis Bank's screen where Cardholder will be informed about the Cardholder available Axis Bank EDGE REWARD balance on Axis Bank Credit Card ("available points balance") and the maximum number of Points that will be deducted from available points balance if the Cardholder wishes to pay for the eligible transaction in full using available points balance (maximum Points redemption). Further, the Cardholder will be invited to redeem any number of available points balance up to the maximum Points
- redemption or Cardholder's available points balance (whichever is lower), to pay for their eligible transaction.
- On redemption, the Axis Bank EDGE REWARD redeemed will be automatically subtracted from the accumulated Axis Bank EDGE REWARD available balance in Axis Bank EDGE RWARDS Account.

- (vi) If the Points redemption is successful, the amount of the eligible transaction redeemed will be shown in the unbilled section of the Credit Card in 4 working days. Successful redemption pop-up will be visible on mobile screen on completion of redemption journey and Axis Bank EDGE REWARD Points will be debited from the EDGE REWARDS Account
- (vii) For other Terms and conditions on Edge reward point redemption, [click here](#)
- (viii) Redemption Fee applicable, as per standard schedule of charges mentioned in the most important terms and conditions

6. Preferential rate of EMI conversion of your spends done at IKEA stores

- (i) Spends done at IKEA stores using IKEA Family Credit Card by Axis Bank are eligible for EMI conversion at a preferential rate of Interest @ 13% p.a. within 60 days of original transaction
- (ii) Min transaction amount INR 2,500
- (iii) Tenors available: 3,6,9,12,18,24 months
- (iv) The EMI conversion facility can only be availed by raising a service request with Axis phones 1860 419 5555/ 1860 500 5555
- (v) To know more about the feature, [click here](#)

7. EazyDiner Offer:

- (i) IKEA Family Credit Card by Axis Bank cardholders will be eligible to get up to 15% off up to Rs.500 through the Dining Delights program.
- (ii) Minimum Order Value Rs.2500 Valid once per card per month.
- (iii) [Terms and Conditions](#) apply

8. Fuel Surcharge:

- (i) 1% fuel surcharge waiver on all fuel transactions between INR 400 to INR 5000, with a max cap of INR 400 on waiver in the statement month.
- (ii) GST charged on fuel surcharge is non-refundable.

Other Terms and Conditions:

1. Qualifying purchase value will exclude all EMIs about Loan on credit card, Dial an EMI, Balance conversion and Balance transfer programs, cash withdrawals, fees, charges and Goods and Services Tax (GST). Any disputed transaction will not be considered for qualifying purchase value computation. Merchant refunds/reversals will be considered as a negative adjustment in the qualifying purchase value computation.
2. Axis Bank reserves the right to extend or terminate any/all offers provided with the Card from time to time without prior notice.

3. Axis Bank reserves the right at any time, without prior notice, to add/alter/modify/change or vary all of these terms & conditions or to replace wholly, or in part, the offer(s) provided with the Card from time to time by another offer(s), whether similar to the modified/deleted offer or not, or to withdraw the said offer(s) altogether.
4. All disputes if any, arising out of or in conjunction with or as a result of this offer(s) provided with the Card from time to time or otherwise relating to the Card shall be subject to the exclusive jurisdiction of the competent courts/tribunals in Mumbai irrespective of whether courts/tribunals in other areas have concurrent or similar jurisdiction.
5. If the Credit Card is found to be used for prohibited, restricted, commercial purposes or any purposes as mentioned above, Axis Bank may, at its sole discretion, exercise its right to cancel the concerned Credit Card and additional/add-on cards thereof and bank's share of points won't be credited without any notice to the Cardholder. Axis Bank may enquire with you over phone or through any other means of formal communication and seek details, information, proofs, etc., about the Credit Card transactions, the pattern of usage, etc. Non- satisfactory responses or no responses from the Cardholder may lead to blocking/closure of the Credit Card by Axis Bank.
6. The above Terms & Conditions and Payment of fees/service charges/all other amounts due from the card-member to Axis Bank from usage of the Card by the card-member under various offers provided on the Card and/or otherwise related to the Card shall be governed by and should be read in conjunction with the detailed Axis Bank Cardmember Agreement and Most Important Terms & Conditions (MITC) available on axisbank.com
7. Only IKEA Family Credit Card by Axis Bank customer ("Cardmember") whose IKEA Family Credit Card by Axis Bank (the "Card") account is open, remains in good credit standing, payment continues to reach us before the payment due date, are not delinquent on their card payments are entitled to receive the rewards. During block period of a card, no reward points shall be awarded for any transaction posted on the customer card account. Once the card status is restored and in good standing, the reward points shall be awarded or reversed for the spend or reversal transaction respectively, as per the applicable reward earn rate
8. Axis bank's computation of reward points shall be final, conclusive and binding on Cardmembers and will not be liable to be disputed or questioned, save and except in case of manifest error.
9. Axis bank holds no warranty and is not representative of the delivery, services, suitability, merchantability, availability or quality of the products made available to Customer by participating merchants under the respective Offer.
10. The Customers shall not hold Axis bank, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, personal injury, costs, charges and expenses which a Customer claims to have suffered, sustained or incurred, or claims to suffer, sustain or incur, directly or indirectly, by way of and/or on account of participating in the Offer or the acceptance, decline, non-receipt, suitability, quality or by use or non-use or suitability or effectiveness of the products/services .

11. Axis Bank is not liable or responsible for any claim(s), dispute(s) regarding delivery, service, suitability, merchantability, availability, quantity or quality made available to the Customers under the Offer on the products/services (shortly referred as "Claims").
12. In reference to any Claims under the Offer, it must be addressed in writing, by the Customers directly to participating merchants and that Axis Bank shall not entertain any communication in this regard. Any query/ contention/ dispute raised by any Customer to Axis Bank shall be forwarded to the merchant who shall be solely responsible for resolving such queries/ contentions/disputes within reasonable time.
13. The Offer is valid only if the Customer's account continues to be in good standing and payment continues to reach Axis Bank before the payment due date.
14. Axis Bank reserves the right to, at any stage and at its discretion, to extend or terminate this Offer, without prior notice or assigning any reasons thereof, to add/alter/modify/change or vary all or any of these terms and conditions or to replace wholly, or in part, this Offer by another Offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
15. Neither anything contained in these terms & conditions, nor the running of these Offer to which they apply, shall be construed as an obligation on Axis Bank to continue the Offer up to, on or after the Offer termination date. Nothing herein amounts to a commitment or representation by Axis Bank to conduct further such Offers.
16. Any taxes or liabilities or charges payable to the Government or any other regulatory authority or body, if any, shall be borne directly by Customer and/or billed to the account of the Customer.
17. If the Offer and/or anything to be done by Axis Bank or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Axis Bank or any other entity, including but not limited to computer viruses, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government or other causes of like or similar or other character beyond the control of Axis Bank or the other entity/ies, then Axis Bank and/or the other entity/ies shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences. Axis Bank shall in no way be liable if any Customer is unable to login to merchant website/app due to incompatibility of device, internet usage plans, or any other reason whatsoever.
18. Use of the Card at Merchant Establishment will be limited by the credit limit assigned to each Card Account by the Bank.
19. The Bank may, at any time without prior notice, or stating any reason whatsoever, refuse authorization for a Charge at a Merchant Establishment, and / or restrict or defer the Card member's ability to use the Card and / or suspend or cancel the Card. The Bank through the ATM, Merchant Establishment, by itself may repossess / retain the Credit Card, if it reasonably believes that it is necessary to do so for proper management of credit or business risk, or if the Card or Card Account is being misused or likely to be misused.
20. By agreeing to use Axis Bank services and products including Credit Card, customer confirms to have read, understood and be bound by the product terms and conditions, most important terms and conditions, Cardmember agreement and the applicable regulatory policy-related terms and conditions