
FREQUENTLY ASKED QUESTIONS FOR END USERS



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1. How can I access my Reward Points?

On the SMARTWORKS application you will see a REDEEM REWARDS button. Once you click on it, you will be redirected to the Smartworks Corporate Gifting & Employee Rewards portal page where you will see a catalogue of products that you can choose to redeem by using your Reward Points.

2. What are the Reward options?

There are more than 1500 Reward options to choose from:

- a) **DIGITAL GIFT CARDS** of popular e-commerce and retail brands which are delivered in an electronic format (Unique Alpha-Numeric code and a PIN) to your registered E-mail address or mobile phone number.
- b) **BRANDED PRODUCT MERCHANDISE** of popular brands and which are physically delivered to your registered postal address anywhere in India.
- c) **PHYSICAL GIFT CARDS** issued by leading banks and PPI license holders which can be used like a debit card online and at retail stores (within India only), physically delivered to your registered postal address anywhere in India.
- d) **PRODUCT VOUCHERS** issued by leading brands for large sized home appliances such as Refrigerators, Air-Conditioners, Washing Machines and Dishwashers. The Product Voucher will be delivered in an electronic format (Unique Alpha-Numeric code and a PIN) to your registered E-mail address or mobile phone number along with a hyperlink provided by the brand where you can redeem it for a specific product. Once it is redeemed the brand will deliver the product directly to your postal address as requested by you, anywhere in India and provide installation support.

3. How do I Search for Rewards?

When you move your cursor to the **Search** button placed right on top you can click on the dropdown which offers two options to search for rewards by **CATEGORY** or **BRANDS**.

You can also search by the name of the product, by typing it on the Menu Bar where it says, “**What are you looking for?**” for example Amazon Pay Gift Card and it will appear if it is available.

There are many Filters to display products in Alphabetic order “**All Products A to Z**” or “**Low to High Points**” or “**High – Low Points**” based on the **Balance Points** available.

You can filter by **CATEGORY** by checking on the box next to a Category or select multiple categories. After your selection you can further filter by clicking on **Select Sub-Category** which will appear on the top right corner after the Product Pages load.

At the bottom you have the options to load **20, 40, 60, 80** or **100** SKUs per Product Page.

4. How do I select a product as my Reward?

Once the **Product Page** is loaded you will see each Product Tile displaying the number of Reward Points required, estimated delivery timelines and the minimum order quantity for that product.

Once you click on a **Product Tile**, it will display images of the product with its Brand Name and Product Name and the Product Details.

Enter the quantity of that product you require where **Enter Quantity** is displayed, and you will see the points required to redeem the reward under **Redeem Points**. Based on the quantity added, the Redeem Points number will increase or decrease.

You can click on **Add to Cart** button below Redeem Points to go ahead with the selected product. You will see the cart icon next to your name turn from **Red to Green** and a number on the cart to show that the product is in your cart.

You can click on **Continue Shopping** after a product is added to your cart to select more products or if you do not want to add the selected product to your cart and keep searching for the more products.

5. How do I redeem my Points and place an order for my Reward?

Once you click on the Cart icon, the **Check Out** process will commence, and you will see a Delivery Address page.

Here you can choose from the list of your saved delivery addresses from the drop-down list and if none is available, you can click on **Add New Address*** or change the displayed address by clicking on **Edit Address** if it is incorrect or changed.

Once you click on Next it will show the **Total Points Redeemed** that will be debited from the Balance Points in your account and once you click on Next, you will receive an **OTP to your registered Email address** and once validated your order is confirmed with a unique order number and other details.

*** Note: You can also use the Add New Address option, if you wish to deliver the product to someone other than you, such as a friend or a family member. Once you Add New Address it will reflect in your list of saved Delivery Address, and you can choose it for future deliveries or keep adding new addresses as required.**

6. What happens if I do not have sufficient Points while placing an order for my Reward?

In case you do not have sufficient Points in your account you can use our Payment Gateway to pay the difference (**1 Point = 1 INR**) through UPI without any additional costs or Wallets, Net Banking, Credit Cards, and Debit Cards where nominal charges may be added.

7. What can I do if I have ZERO Points reflecting as Balance Points?

In case your Balance Points are ZERO, you can choose the option to purchase a block of **1000, 2500, 5000 or 10,000** Points by choosing the SKUs and using the Payment Gateway to pay for them or wait for Points to be credited to your account by your employer.

8. What is the benefit of buying Points?

When you purchase **1000, 2500, 5000 or 10,000 PointsSKUs** it will get credited to your account **within 24 hours** after you complete the transaction.

You will get **Bonus Points** of up to **2.50%** depending on the Points SKU purchased, which will be credited to your Balance Points, additionally within 24 hours when your points are credited.

9. What is the validity of my Points?

All Points have a validity of 1-year from the date of issuance.

Note: Once you redeem your Points for a Gift Card the validity may differ from one brand to another and bound by terms and conditions for usage.

10. How do I know when Points are Debited from or Credited to my account?

Every time Points are Credited to your account or Debited from your account you will receive an Email. You can also view these email messages by clicking on the **Notification icon**, which is displayed, next to your name.

There is a **Hamburger Menu (with 3 horizontal lines)** which will show details of transactions of Points credited to and debited from your account, under **Points History**.

11. Where can I see the record of my transactions?

Under the **Hamburger Menu (with 3 horizontal lines)** you can view the details of all orders and deliveries, under **Order History**.

12. Where can I add and save my Delivery Addresses?

Under the **Hamburger Menu (with 3 horizontal lines)** you can click on Profile Settings and add your delivery addresses.

If you work for your company from a Smartworks co-working facility, and accessing your rewards through the Smartworks mobile application, **you do not need to Change Password** here as your existing or changed passwords will be automatically applied here.

If you work for your company from outside a Smartworks co-working facility, and accessing your rewards through a web application link, you can Change Password here after you login for the first time or when prompted by the system.

13. How and when will I receive the delivery of my Reward?

Any physical product such as Branded Product Merchandise or a Bank Gift Card, will be delivered to your registered postal address within 4-7 working days depending on the location. Any digital product such as Gift Cards or Product Vouchers will be delivered to your registered E-mail address within 1-2 working days.

Note: Most Gift Cards or Product Vouchers are delivered within 2 hours.

14. What do I do if I do not receive the delivery of the Reward within the estimated delivery timelines?

Please call us or message Rewardkart on **+91-8122024459** or e-mail on support@rewardkart.in

15. Is there a designated customer support helpline, and what are its operating hours?

Call or WhatsApp Rewardkart on **+91-8122024459** from **10 am** to **6 pm** Monday to Saturday

16. What do I do in the event of receiving the wrong product, damaged or defective product?

Please inform Rewardkart by calling or notify by email, no later than 2 days after delivery of the product if the wrong product or a damaged or defective product has been delivered to you and get a replacement. The pickup will be organized by our courier agent.

17. If I have paid by the Payment Gateway, but the order is not confirmed, what do I do?

You can reach out to our customer service by calling or emailing us immediately, and we will investigate the problem and respond back with the details of the order or status of payment.

In cases we confirm that the payment has not been received but it has been debited from your bank or card accounts, you will need to take it up with them, directly.