

FAQ – HDFC Bank PIXEL VISA Credit Card - FIFA Merchandise Drops (Weekly Offer)

1. What is the FIFA Merchandise Drops offer?

It is a special weekly promotional offer for HDFC Bank PIXEL VISA Credit Cardholders to claim **official FIFA merchandise free of cost**, subject to availability. Offers (“Drops”) will be announced weekly during the campaign period.

2. Who is eligible to participate?

All **valid HDFC Bank PIXEL VISA Credit Cardholders** who are Indian citizens/residents are eligible.

3. How can I claim the FIFA merchandise?

To avail the merchandise, customers must:

- Follow the weekly announcement shared through official bank channels
- Make a **₹1 authentication payment** using their PIXEL Credit Card on the merchant site
- The said ₹1 authentication collected from the customer shall be reversed back to the customer’s account upon successful authentication
- Claim the merchandise **on a first-come, first-served basis**, subject to stock availability and serviceability.

4. Is the merchandise free?

Yes, the merchandise itself is free.

5. Is product availability guaranteed?

No. Availability depends on:

- Stock
 - Size availability
 - Delivery pin code serviceability
 - Merchant inventory and logistics constraints
- The bank is **not liable** if the customer cannot claim or receive the merchandise.

6. Can the merchandise be exchanged, transferred, or converted to cash?

No. The offer is:

- Non-transferable
- Non-negotiable
- Not convertible to cash or alternate products

7. What happens if my transaction fails?

HDFC Bank shall not be liable in any manner whatsoever if customers transaction fails or is reversed due to technical issues or upon expiry of offer if the stock exhausts before your claim.

8. How many times can I avail this offer?

The Offer will be announced on a weekly basis and will be restricted to one merchandise each per card and mobile number.

9. What if I stop being a PIXEL VISA Cardholder during the offer period?

If you cease to hold the PIXEL VISA Credit Card at any time during the offer period, **all benefits under this offer will lapse immediately.**

10. What if I am not satisfied with the merchandise?

Neither HDFC Bank nor VISA will provide compensation, replacement, or alternative benefits for:

- Size unavailability
- Out-of-stock issues
- Quality concerns
- Delivery or logistical issues

The customer is solely responsible for usage and cannot resell/transfer the item.

11. When do I raise queries related to this offer?

Queries must be raised **within 15 days** from the offer fulfilment date (the authentication payment date).

After that, no queries will be entertained.

12. Are there any legal or regulatory considerations?

All offers are subject to applicable Indian laws and may be modified/withdrawn without prior notice.

Legal jurisdiction lies with courts/tribunals in **Chennai**, irrespective of customer location

13. Who is providing this offer?

The offer is a **complimentary, VISA-sponsored campaign** for HDFC Bank PIXEL VISA Credit Card customers. It is not a standard card feature.