

Believer's Club — Terms & Conditions

The Believer's Club is the official loyalty program of House of Believe (HOB). By enrolling, you agree to the following Terms & Conditions.

1. Definitions

Believer Points: Digital reward points issued by HOB. Each Point equals **₹1**.

Eligible Purchase: Net merchandise value after discounts, reward points, returns, cancellations, service charges, and exclusions (as notified by HOB).

Wallet: A digital account linked to the customer's verified mobile number (and mirrored on their online account) where all Believer Points are stored.

2. Age & Citizenship Eligibility

Membership is open only to individuals aged 18 years or above, who are Citizen of India.

By enrolling, members confirm they meet these eligibility requirements. HOB reserves the right to cancel any membership created with false or misleading information.

3. Eligibility & Enrolment

Membership is free and open to individuals with a valid mobile number and email ID.

Sign-up requires OTP verification. Additional details such as Date of Birth and City may be collected.

One account per mobile number. Duplicate or fraudulent accounts may be merged or suspended.

4. Membership Card / Identity Validation

A Believer's Club account is strictly personal and non-transferable.

The individual whose name and mobile number is registered will be deemed the sole owner of the account.

HOB reserves the right to request valid government-issued ID proof to verify the identity of a member at any point, including during redemption of benefits.

5. Earning Believer Points

Members earn 10% of net purchase value in Believer Points on every eligible shopping.

Bonus Points (Welcome, Referral, Birthday) are credited separately.

Points are posted within 48 hours of successful completion of the order/transaction.

6. Welcome, Referral & Birthday Benefits

Welcome Bonus: 200 Believer Points credited on successful registration. Redeemable on the first purchase.

Referral Bonus: Referee (new customer) gets 200 Points on sign-up. Referrer (existing member) gets 200 Points once the referee completes their first successful purchase. Abuse (self-referrals, same device/IP, or fake accounts) will void the reward.

Birthday Gift: 500 Points credited on member's birthday.

7. Posting & Reversals

If an order is cancelled or returned, earned Points from that order will be reversed.

If Points were used for payment and the order is cancelled/returned, the used Points will be re-credited.

Adjustments may take up to 48 hours to reflect.

8. Redemption & Usage Rules

1 Believer Point = ■1, redeemable against future purchases.

Points cannot be exchanged for cash, transferred, or clubbed across multiple accounts.

Redemption available Online at checkout or In-store via OTP authentication at the billing counter.

9. Exclusion of Institutional / Corporate Sales

The program is intended for individual shoppers only. Corporate/institutional purchases or bulk buying for resale are excluded from earning or redeeming Believer Points.

10. Expiry of Points

Each batch of Believer Points is valid for 12 months from the date of issue.

Expired Points will not be reinstated under any circumstances.

11. Offers & Modifications

Certain items may be excluded from earning/redeeming Believer Points, as decided by HOB.

All program benefits, offers, and rewards are subject to change or withdrawal without prior notice.

12. Duplicate Memberships / Merging Accounts

If more than one account is found under the same name, mobile number, email ID, or other overlapping details, HOB reserves the right to merge or suspend them.

Points gained through misuse or duplicate registrations may be forfeited.

13. Membership Revocation Grounds

Membership may be suspended or terminated, and Points forfeited if a member is found engaging in fraudulent activities, abuse, or unlawful conduct.

14. Program Communication & Data Consent

By enrolling, members consent to receive program-related updates via SMS, Email, and WhatsApp.

Members may opt out of marketing messages while still receiving essential program updates.

All personal data is managed in accordance with HOB's Privacy Policy.

15. Program Changes & Termination Rights

HOB reserves the right to modify, suspend, or discontinue the Believer's Club program (partially or fully) without prior notice.

Any changes will be updated on the HOB website/app.

16. Limitation of Liability

HOB will not be responsible for delays in posting Points, technical failures, or system errors beyond its control.

Believer Points have no value outside the program.

17. Governing Law & Disputes

These Terms & Conditions are governed by Indian law.

Any disputes shall be subject to the exclusive jurisdiction of the courts at New Delhi.

18. Customer Support & Escalation

For assistance, members can contact:

Email: help@hob.fashion

Phone: 18003091345

Escalations will be addressed within 3–5 working days.