

Last Updated on : 12 July 2023

### Terms and Conditions - Glida Loyalty Program

#### Glida Points: Glida loyalty program

Glida loyalty is being launched on 12th July 2023, to say a Big Thank You to our charging patrons - our end EV users. Loyalty program signifies their trust in Glida charging network and would help them receive potential value back with each increasing trust & usage on Glida network.

Eligible customers: End EV user with an active registration on Glida App. Bulk EV users are not eligible for this program.

1 INR spent on charging on Glida network = 1 Glida Point

Redemption: Redemption is applicable only after minimum 1000 points accrued. Redemption currently to Glida Money (only for charging on Glida network)

#### Eligibility:

End EV user registered on Glida App & transacting through Glida App is eligible to participate in the loyalty program.

All registered end EV users will join the program automatically on the day of launch.

Bulk EV users including commercial EV users are not eligible for the program

#### Glida Program: Explanation

The Glida loyalty has 4 levels -

**Bronze:** Each end user begins with default on Bronze level on day of launch.

Points Bandwith for Bronze level: 0 to 2500

Min Annual points for retaining loyalty level: Minimum 1000 points in 1 year

Validity: 1 year or shift to higher level, whichever is earlier

**Silver:** Bronze customers migrate to Silver post accruing 2501 balance points

Points Bandwith for Silver level : 2501 to 10,000

Min Annual points for retaining loyalty level: Minimum 2500 points in 1 year

Validity: 1 year or shift to higher level, whichever is earlier

**Gold:** Silver customers migrate to Gold post accruing minimum 10,001 balance points

Min Annual points for retaining loyalty level: Minimum 10000 points in 1 year

Points Bandwith for Gold level: 10,001 to 50,000

Validity: 1 year or shift to higher level, whichever is earlier

**Platinum:** Gold customers migrate to Platinum post accruing minimum 50,001 balance points

Min Annual points for retaining loyalty level: Minimum 50,000 points in 1 year

Points Bandwidth for Platinum: 50,001 and above

Validity: 1 year. Platinum is the final level of Loyalty

**Tax application on Glida Points:** Applicable tax as per prevailing guidelines shall be applicable on loyalty points redemption

**Registration for Loyalty:** No registrations are required. All registered end user (non bulk) shall be automatically registered on Bronze level on the day of Launch

**Redemption:** End user is eligible to redeem Glida Points after accrual of 1000 points. Glida points can be redeemed to pay for charging transaction cost through Glida App across Glida charging network only.

The following redemption factor (INR equivalent to Points accrued) is applied for the applicable level the end user is:

Bronze: INR 2 per 100 balance points

Silver: INR 3 per 100 balance points

Gold: INR 4 per 100 balance points

Platinum: INR 5 per 100 balance points

**Support:** Please email on support@chargedrive.in with registered email id and outlining the query. You can also call our 24 X 7 Toll Free number 1800 120 3578