

## UCB VISA100 VOUCHER IN FOODPANDA

### FAQs

#### **✚ What is the offer?**

This discount offer is an independent offer from any previous offer(s) which are still valid, and the offer is applicable on "Food Delivery" purchased by the Eligible Customers through foodpanda's online page-www.foodpanda.com.bd and/or application. **Applicable for all UCB debit, credit, and prepaid cards.**

#### **✚ How much is the discount?**

foodpanda will offer **flat Tk.100 off** to the existing/new Eligible Customers on the subtotal amount of the price of the products as shown on foodpanda's platform (excluding applicable taxes) subject to a minimum purchase of products worth **BDT 599** in one single transaction for food delivery only. Each Eligible Customer may avail the discount offer using their eligible UCB VISA cards while ordering products through foodpanda's platform on food delivery.

#### **✚ What is the campaign timeline?**

This discount offer will commence on **5th December, 2024** and shall be valid till **31st December, 2024**.

#### **✚ What is the voucher code?**

**VISA100**

#### **✚ How to use the offer?**

Use the voucher on the 'Apply a voucher' tab on the orders page, discounts will be applied automatically.

#### **✚ What Visa cards are eligible?**

The offer is valid for 'selective' VISA Debit, Credit & Prepaid cards upon the card being saved in the platform. foodpanda holds the right of card eligibility. Card BINs that are of 8 digits are not valid for this offer.

#### **✚ Can this offer be modified?**

foodpanda holds the right to reject discounts to any cardholder or update the eligibility criteria by pre-notifying it's partner & stakeholders.

#### **✚ Can a foodpanda user avail the discount for the first time only?**

Discounts will be applied during the entire duration of the campaign. **Per Foodpanda customer will get 1 voucher in the campaign duration.**

#### **✚ Will a new customer get both new and existing offers?**

A new customer may redeem any voucher he/she wishes to.

#### **✚ Is there any capping on discounts?**

**Yes, a customer can enjoy BDT 100 max discount on minimum purchase of BDT 599.**

#### **✚ Is there any limit to the number of times that the cardholder will be eligible for the offer?**

No limit for cardholder but **each foodpanda user may avail the voucher once.**

T&C applied\*

✚ **When will the cardholders receive the discount?**

The discounts are instant! Customers will be able to see the discounts once the voucher is applied.

✚ **Will the customer get a discount on delivery charges?**

No, discounts are eligible on the order value only

✚ **What is the delivery charge?**

Delivery charges vary depending on the area and the distance of the restaurant or kitchen to the address to be delivered. We, however, do have restaurants near to our customers that sometimes offer free deliveries.

✚ **Where can I avail this offer from?**

Offers can be availed on the foodpanda website or the app.

✚ **What are the contact details for any queries pertaining to foodpanda?**

Please chat with our agent of foodpanda on FB messenger and also have live chat via help center.

✚ **How can I claim a refund?**

Please find our refund policy here: <https://www.foodpanda.com.bd/contents/refundaccount-terms-and-conditions>

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