

FAQ's

What is the offer?

Get a 15% discount (up to 200 EGP) when shopping for eligible products with eligible Visa ABC cards (Visa Infinite, Visa Signature and Visa Platinum credit cards and debit cards issued in Egypt) (the “Offer”). The Offer is valid starting from 25th of July 2024 till the 31st of July and from 8th of September till the 14th of September for a limited time only until all available discounts have been availed (the “Offer Period”).

Eligible “Cards” are defined in, and may vary in accordance with, the Offer Terms and Conditions below. Offer may not be available in accordance with the Offer Terms and Conditions.

How can I participate in this offer?

You can redeem the Offer as follows:

On the product page, prior to placing the product in your cart, click ‘redeem’ on the displayed drop-down Offer. This will apply the discount to your product. This must be done on each eligible product individually; or

On the payment page, select your saved Card or enter your new Card, enter the CVV code, and click on use this payment method. If you have not redeemed the offer on the product page(s), enter the code ****VISA15**** in the promo window displayed to avail the Offer.

Either option will allow you to enjoy this Offer during the eligibility period if you hold an eligible Card.

Note: If you already redeemed an Offer on the product page, please check your cart to confirm that the discount has been applied. Applying the claim code in addition to ‘redeeming’ the Offer on the product page(s) will trigger an error message

Is there a minimum transaction amount required to avail the offer?

Minimum transaction amount of 200 EGP (excluding any shipping costs or import

fee withholding) is required to participate in the Offer(s).

What is the maximum discount that I can avail?

The maximum discount across the Amazon.eg website and/or app is 200 EGP.

What if I cancel/return the product?

If an order is cancelled or a refund request issued, only the net amount paid by the cardholder will be refunded to the credit/debit card used. No refund will be issued in respect of the discount.

Can I avail the discount on card payment for cash on delivery order?

Cash on delivery transactions are not included in this Offer.

Are all the products eligible for the offer?

This Offer is only valid on all products available on Amazon.eg, and sold by Amazon.eg or its third-party sellers on Amazon.eg ("Eligible Products") except wireless category products (including but not limited to mobile phones), Diapers and Baby Food Products. And Digital Software and Video Games.

Terms & Conditions

1. This "Offer" is provided to you by Souq.com for E-Commerce LLC ("Amazon") and made available on the website amazon.eg and the mobile site and mobile application thereof (collectively, "Amazon.eg").
2. These Offer terms and conditions ("Offer Terms") are in addition to the Amazon.eg [Conditions of Use & Sale] https://www.amazon.eg//100383890031?language=en_AE to which you agree to by using Amazon.eg. In the event of any conflict between the Conditions of Use & Sale and these Offer Terms, these Offer Terms prevail for the purposes of this Offer.
3. Customers holding an eligible Visa ABC Signature, Infinite and Platinum Debit & Credit Cards issued in Egypt, (each a "Card") may participate in the Offer (each a

"Cardholder").

4. Offer includes Visa Signature, Infinite and Platinum Debit & Credit Cards issued in Egypt.
5. Amazon may, in its sole discretion, amend which Visa cards are eligible Cards for the purposes of this Offer at any time and from time to time.
6. The Offer is valid starting from 25th of July 2024 for a limited time only until all available discounts have been availed during designated shopping events at Amazon's sole discretion (the "Offer Period").
7. If a Customer who is a Cardholder purchases an Eligible Product on Amazon.eg using an eligible Card, such Cardholder will get a 15% (fifteen percent) discount on the total amount of the transaction, excluding any taxes, duties or shipping fees by using the code ****VISA15**** (" Offer").
8. In the case of use of multiple Cards through one Amazon.eg customer account, only the first Card used during the Offer Period will be considered for this Offer. In the case of use of the same Card on multiple Amazon customer accounts, only the first account using the Card during the Offer Period will be considered for this Offer.
9. The maximum discount available under the Offer per Amazon.eg account across the Amazon.eg website and/or app is 200 EGP. Each Cardholder may avail the discount on multiple transactions, provided that the maximum discount across all transactions does not exceed EGP 200.
10. This Offer is only valid on all products available on Amazon.eg, and sold by Amazon.eg or its third-party sellers on Amazon.eg ("Eligible Products") except , wireless category products (including but not limited to mobile phones), Diapers and Baby Food. And Digital Software and Video Games. Categorization of products is at Amazon's sole discretion.
11. Cardholders are not bound in any way to participate in this Offer.
12. Minimum transaction amount of 200 EGP is required to participate in the Offer.
13. The Offer is not applicable to payments made by customers using the cash on delivery payment method.
14. This Offer may be availed concurrently with other Amazon offers or promotions at

Amazon's discretion.

15. If an order is cancelled or a refund request issued, only the net amount paid by the Cardholder will be refunded. No refund will be issued in respect of the discount.
16. Under no circumstance will the benefit being offered under this Offer be settled with cash in lieu by Amazon.
17. Amazon may disqualify any Cardholder from participating in this Offer if the Cardholder is deemed to be engaged in any fraudulent activity in connection with this Offer.
18. The Offer is subject to availability. Notwithstanding any other provision of these terms, Amazon reserves the right at any time to amend, add, remove and/or modify (in whole or part) any of the terms and conditions of these Offer Terms. Amazon can replace this Offer by another offer, whether similar to this Offer or not, or withdraw it altogether. Amazon's decision in this regard shall be final.
19. Nothing in these Offer Terms amounts to a commitment by Amazon to conduct further, similar or other offers.
20. Any Cardholder participating in this Offer will be deemed to have accepted these Offer Terms.