



MARH LOYALTY PROGRAM

Terms & Conditions under Customer Loyalty Program **at Moosa Abdul Rahman & Co. LLC**

Before proceeding with the T & Cs below, kindly note that Moosa Abdul Rahman & Co. LLC, is referred to as MARH below.

1. To avail MARH Loyalty Program benefits, kindly download the [Moosa Connect App](#) and register under Loyalty Program
2. To be eligible to redeem Loyalty points, ownership of a GMC or Suzuki vehicle is an essential pre-requisite
3. Loyalty points will be accrued for and can be redeemed only by retail individual category customers
4. Loyalty points can be earned against each VIN number which must be provided in order to be eligible, even if different VIN nos. (different vehicles) are registered under single owner's name
5. The right to accept or reject Loyalty points is at the sole discretion of MARH
6. In the event of change of ownership of the vehicle, the existing owner of the vehicle must notify to MARH of the same
7. Loyalty points are non-transferable to any entity / individual under this program
8. MARH may wish to contact and communicate with you from time to time about any special offers, products and other information. You agree that MARH may contact you by all means
9. MARH bears no responsibility of any information with regard to MARH Loyalty Program received through any other source, other than our official channels Receipt of Offers/ Information from MARH
10. You may agree that MARH may collect personal information about you from your participation in the Loyalty Program including:
 - Information that you provide directly (at the time of vehicle purchase)
 - Any other personal information that arises out of Loyalty Program
11. The personal information that MARH has about you as a result of your participation in the Loyalty Program will not be disclosed by MARH to any third party other than other members of the MARH Group and its associates, unless MARH has your permission or MARH is under a legal obligation or duty to do so

12. You agree that MARH and the companies in the MARH Group may use the personal information collected about you to:
- Understand your purchasing patterns and possible future needs for MARH products
 - Contact you by all means
 - Correspond on all offers of MARH products, by all means
 - Make non-personal data analysis concerning purchasing patterns, product demand and customer satisfaction, and to make similar business efficacy studies
13. You agree that the personal information supplied by you or collected from you as a result of your participation in the Loyalty Program may be transferred within the MARH Group
14. You agree to indemnify and hold MARH Group and its Associates harmless from any damage expenses arising out of any reasons, whatsoever
15. MARH accepts no liability and will not be liable for any loss, damage, claim or expense arising directly or indirectly (including special, incidental or consequential loss or damage) from your use of the MARH Loyalty Program, howsoever arising, and including any loss, claim damage or expense arising from, but not limited to, any defect, error, imperfection, fault, mistake or inaccuracy in, of or on the part of (as is applicable), the MARH Loyalty Program or its contents, the downloadable content or due to any unavailability of the MARH Loyalty Program or any part thereof or any contents or associated products or services of MARH
16. You accept liability and will be liable for any loss, claim, damage or expense to MARH arising directly or indirectly from any unlawful act committed by you or your breach of these Terms
17. MARH will endeavor to take all reasonable steps to keep the Loyalty Points condition reliable. However, MARH does not guarantee its accuracy, perfection or serviceability
18. MARH reserves the right to terminate its Loyalty Program at any time without any notice. MARH accepts no liability for any loss or damage arising directly or indirectly from such termination
19. MARH reserves the right to suspend its Loyalty Program at any time without any notice. MARH accepts no liability for any loss or damage arising directly or indirectly from such a suspension
20. MARH reserves the right at its sole discretion to change these Terms at any time without notice to you. You agree

that your continued membership of the Loyalty Program after such changes shall constitute acceptance of the new or amended terms by you and that you agree to abide and be bound by the changes. This right includes, but is not limited to, changes in affiliation of MARH, rules for earning and redeeming Points, specific promotional offers

21. This agreement shall be subject to and governed in all respects by the statutes and laws of the Sultanate of Oman and the parties irrevocably submit to the exclusive jurisdiction of the courts of Oman to settle any disputes, which may arise in connection with these Terms
22. Please read the rules set out below carefully to familiarize yourself with the "Point System" under which you may earn points ("Points") as a result of purchasing parts and / or services from any of the MARH outlets
23. This Points System is run by MARH at all MARH Parts and Service outlets
24. An owner may earn Loyalty Points only by cash/credit card purchase of Parts and Services from any of the MARH outlets in Oman on vehicles enlisted for the program. No points can be earned by any member for a vehicle not enlisted under this program
25. An owner will earn points for all payments vide Cash/Credit card at any of the MARH Service outlets. The points earned will be as below:

SERVICE	Vehicle Age	For every OMR 1/- spent	
		Points earned	Amount earned
	Less Than 2 years	2	20 Baiza
	2 yrs < Age < 4 years	4	40 Baiza
	Age > 4 Yrs	6	60 Baiza

26. An owner will earn points for all payments vide Cash/Credit card at any of the MARH Parts outlets. The points earned will be as below:

PARTS	For every OMR 1/- spent	
	Points earned	Amount earned
	2	20 Baiza

27. All the earning rates provided earlier may vary and MARH has the right to decide or change at its sole discretion at any time without giving notice, even though the changes made may affect an owner's ability to earn and/or redeem points
28. Points will be given to the owner for the amount paid after adjustment of the points redeemed, if any
29. All Loyalty points earned by the vehicle owner will be credited to his account on subsequent working day, following which points will be available for redemption. Vehicle owner may redeem points earned from the purchase of Parts and Services against subsequent purchase of Services only at any of the MARH outlets in Oman and only for vehicles enlisted under this Loyalty Program
30. Points shall only be awarded to a vehicle owner in respect of Services or Parts actually purchased. In particular, Points earned through the purchase of Parts and Service shall be cancelled if subsequently, the relevant or corresponding transaction is cancelled in any manner, due to any reason whatsoever
31. Loyalty points are not transferable and cannot be combined with the points of any other account or Loyalty Program operated by MARH. Even in case of transfer of vehicle ownership, the points already earned against the vehicle rest with the owner and are not transferred with the vehicle to the new owner
32. Loyalty Points earned are valid up to 2 years, from the date of transaction at any of the MARH outlets in Oman. The points will automatically expire and not be available for Redemption after the defined tenure of 2 years
33. The Loyalty Program has no predetermined termination date and shall continue until such time as MARH decides to end the Loyalty Program, which it may do at any time without providing any notice to vehicle owners. Any Points that have not been redeemed at the end of the Loyalty Program shall be forfeited and no compensation shall be owned to Members. MARH accepts no liability for any loss or damage arising directly or indirectly from such termination
34. MARH reserves the right to suspend its Loyalty Point Program at any time without any notice. MARH accepts no liability for any loss or damage arising directly or indirectly from such a suspension
35. MARH reserves the right at its sole discretion to change these rules relating to the Loyalty Points System at any time without notice. An Owner's continued participation in earning or redeeming Points shall constitute acceptance of any such changes to these rules
36. Points do not constitute the property of an owner and shall not have any value except under their valid use as part of the Loyalty Program. Points may not be exchanged for cash, assigned, bartered, or transferred, except as set forth



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in these Terms. Points are also not transferable upon the death of an Owner, under any arrangement made by an Owner, or otherwise by operation of law.

For more details, please visit www.moosagroup.com or contact the nearest MARH Outlet.

For more details, please visit www.moosagroup.com or contact us at:

- Toll-Free: 80076200
- E-mail id: moosaconnect@moosagroup.com