

Cashback and Value back Terms & Conditions – Airtel Axis Bank Credit Card
(effective from 12-April 2026)

Definitions: For the Airtel Axis Bank Credit Card, the following terms shall, unless the context otherwise admits, shall have the following meanings:

- Cashback shall mean money awarded in the customer's credit card account under the cashback scheme.
- Preferred Merchants shall include certain merchants on which the value back earnings shall be 10%. These merchants can change at the bank's discretion.
- The cashbacks will be processed according to the following table:

Category of spends	Benefit	*T&C
Airtel Mobile, Broadband, WiFi and DTH bill payments via Airtel Thanks App*	25% Cashback	Capped at twice the base cashback earned during the statement month
Utility bill payments such as gas, electricity, etc., via Airtel Thanks App*	10% Cashback	Capped at the base cashback earned during the statement month
All other merchants/ other spends / base cashback*	1% Cashback	Cashback not applicable on specific Merchant / transaction categories

Cashback Terms and Conditions:

- **Spends made on Airtel Thanks platform**
 - 25% cashback on Airtel Mobile, Broadband, WiFi and DTH bill payments via Airtel Thanks App is capped at twice the base cashback earned during the statement month
 - 10% cashback on Utility bill payments such as gas, electricity, etc., via Airtel Thanks App is capped at the base cashback earned during the statement month

Below is an illustration of the benefits that can be earned in a month

Transactions in a Statement cycle				
Txn Details/Merchant	Spend amount	Benefit	Cashback without capping	Cashback with capping basis transaction under base / 1% cashback category
Electronics	25,000	1% Category [Base cashback]	INR 250	INR 250
Airtel Mobile bill payment	2,500	25% Category [Airtel]	INR 625	INR 500
Airtel Utility Payment	4,000	10% Category [Airtel]	INR 400	INR 250
Total Cashback			INR 1,275	INR 1,000

In the above illustration, customer is eligible for overall benefit of INR 1,000- break up of which is as follows:

- Base Cashback Category: Customer has earned INR 250 cashback (INR 25000 * 1%). This base cashback earned will work as multiplier for earning cashback for Telecom and Utility Bill payments spends made on Airtel Thanks platform.
- Airtel Telecom Category: Customer has earned INR 500 cashback for spending on Airtel Telecom bill payment via Airtel Thanks platform. This has been calculated at the rate of 25% of the transaction amount (INR 2500), capped at INR 500 (2x of INR 250 - Base cashback earned which is INR 500).
- Airtel Utility Category: The customer has earned a total of INR 250 cashback for spends made on Airtel Utility payment via Airtel Thanks platform. This has been calculated at the rate of 10% of the transaction amount (INR 4000), capped at INR 250 (1x of INR 250 - Base cashback earned)
- In the above illustration, if customer converts any of the transactions into EMI, cashback against any such transaction shall not be applicable
- Since capping pertaining to spends made via Airtel Thanks platform is derived basis spends made under Base spend category, if customer does not spend any amount under Base category, the customer would not be eligible to earn cashback towards Airtel Bill payments made via Airtel Thanks platform under 25% and 10% cashback category
- Cashback of 25% and 10% categories on Airtel Thanks platform will be calculated basis the Merchant IDs (MIDs)/ Virtual Payment Address (VPA IDs on UPI spends) shared by the respective merchants. In case there is a dispute with regards to non-receipt of cashback owing to transaction falling in MID /VPA ID(for UPI transactions) outside such list maintained at bank's end, bank shall reconcile the same with the merchant and cashback shall be posted/processed post confirmation from merchant. In such scenarios, subject to merchant confirmation of the MID/ VPA ID(for UPI transactions), bank may take up to 90 days from transaction date to process cashback for such disputed transactions.
- Cashback on 25% category is applicable only for recharge or bill payment of active Airtel connections. Payments (be it hardware cost, installation charges, advance recharge or bill payment amount or any other amount) made for new or inactive connection will not be eligible for the cashback
- All utility billers that are enabled by BBPS are supported on Airtel Thanks App platform.
- Cashback summary at a Category level can be viewed in the monthly statements. Additionally, the summary of cashback earned and credited for the month can be viewed in the Cashback Details section at the bottom of the statement

- **Other Cashback Terms and Conditions**

- Cashback shall not be eligible on EMI transactions, Purchase converted to EMI post facto, Payment of outstanding balance, fees and other charges along with following MCC spends/transaction categories on the card:

Sr No	Description
1	Cash advances / Financial Institutions
2	Fuel spends
3	Rent payments
4	Wallet recharge
5	Jewelry
6	Insurance services
7	Education services
8	Government services
9	Utility and Telecom Spends not done on Airtel Thanks App*

**Utility transactions done on Airtel Thanks App will continue to earn cashback, however, utility transactions done outside the Airtel Thanks App will not earn cashback.*

- Non-customer initiated credit such as cashback/charge reversals etc. received into the credit card account will not be considered as a payment towards the outstanding of the card. However, such credits will be considered to compute the subsequent month's dues.
- Cashback earned for the purchases reflecting in the current billing cycle will be credited in the next billing cycle 3 days prior to the statement generation date i.e. if the statement date is 12th March, cashback earned in the Feb month cycle (13th Jan-12th Feb) will be credited on 9th March.
- Cashback earned will be computed based on spends during the statement period minus any returns or refunds during the same period.
- In case customer opts for change in statement cycle, then cashback will be calculated and credited basis the new statement cycle only. Cashback will be calculated for transaction made between last cycle date and new cycle date. Accordingly, cashback capping shall be applicable basis the new statement cycle. For example, customer wants to change cycle date from 12th of every month to 1st of every month and customer makes this request on 8th June. Then the cashback will be calculated for transactions made from 13 May to 1 July.
- In case the purchase/ transaction is returned/ cancelled/ reversed post statement generation date, cashback toward such transactions will be debited on the date of such purchase/ transaction reversal.
- Since there is no cashback on EMI transactions, once a transaction is converted in to EMI, the customer will not earn any cashback on the transaction even if the customer opts for foreclosure or cancellation of the EMI and pays the full amount on the same.
- In case of conversion of a transaction to EMI at a later date, cashback earned on such transaction will be reversed during the same billing cycle as EMI conversion. The cashbacks earned/reversed during a billing cycle will be visible in the monthly credit card billing statement.

- In case the customer reverses a transaction, the corresponding cashback earned on the transaction will also be reversed and in case the customer has an outstanding balance on credit card in the form of reversed cashback, the same will be treated as an ordinary outstanding balance and the customer will be liable to pay for such outstanding amount, failing which the said amount will attract the fees & charges as per the schedule of charges defined in the Most Important Terms and Conditions.
- If a Cardholder's Airtel Axis Bank credit card is terminated at any time for any reason, whether by the primary Cardholder or the Bank, the primary Cardholder will forthwith be disqualified from earning the Cash backs and all unused Cash backs then accrued shall automatically be forfeited immediately after voluntary or involuntary cancellation of the Airtel Axis Bank Credit Card.
- Any remaining Cash back including Cashbacks pending credit into the account of the Cardholder shall immediately cease to be valid upon the occurrence of the following and no refund, extension or compensation shall be given by Axis Bank even if the card member's membership is reinstated:
 - The cancellation of the Airtel Axis Bank credit card; or
 - The conversion of the Airtel Axis Bank Credit Card to any other Axis Bank credit card
 - In the event of a default i.e. if the Minimum Amount Due is not paid by the Payment Due Date or
 - Breach of any clause of the Card Member Agreement
- The cashback will be rounded down for each individual transaction. For eg: if for a transaction of Rs. 1560, the customer is eligible for a cashback of 1% i.e., $1560 * 1\% =$ Rs. 15.6 then for that individual transaction Rs. 15 will be credited to the customer.

Terms and Conditions for 10% Value Back on Preferred merchants [Zomato, Blinkit and District Movies]:

- Customer is eligible to get 10% instant value back at Zomato, Blinkit and District Movies applicable via Ecom as the mode of payment
- Maximum monthly value back of INR 200 per partner, per primary card
- Minimum Order Value applicable of INR 499 for transaction made on Zomato & Blinkit
- The value back against Zomato, Blinkit and District Movies shall be credited as part of the respective partner wallet and will have no validity period. The value back can be utilised for any subsequent purchase made at respective partner platform
- Value back offer shall be eligible on spends made on Preferred merchants App/Website only [not applicable on Wallet load / Gift card purchase]
- In case of any challenges faced while applying the promo code, customers should try reaching out to the support team under the respective partner platform. Customer can alternatively reach out to Axis Bank in case the resolution provided by the partner platform is not satisfactory
- Axis Bank cashback shall not be applicable for this category
- Step to avail of the offer on Zomato, Blinkit and District Movies
 - Customer need to add required product / ticket booking in the cart
 - While initiating the payment, customer need to check for coupon with the

description such as “Get 10% back using Airtel Axis Credit Card”

- Customer needs to apply Coupon code and proceed with payment using Airtel Axis Bank Credit Card via Ecom/Online payment [UPI payment is not eligible for the offer]
- Value back shall be instantly added to the respective partner wallet upon delivery of the product
- In order to use the value back available in the respective partner wallet, customer needs to add required product / ticket booking in the cart. While initiating the payment, customer needs to click on the wallet balance appearing on the payment page, make balance payment if any and proceed with the transaction

Other Terms and Conditions:

- The Credit Card is issued for personal expenses and purposes only. The Cardholder must not use the Credit Card to purchase anything for resale, for commercial or business purposes. The Credit Card should be used only for lawful, bona fide personal purposes and must not be used for any money laundering, anti-social or speculative activities or must not be exploited commercially in business (e.g. for working capital purposes).
- If the Credit Card is found to be used for prohibited, restricted, commercial purposes or any purposes as mentioned above, Axis Bank may, at its sole discretion, exercise its right to cancel the concerned Credit Card and additional/add-on cards thereof and withhold/cancel the Cashback earned, without any notice to the Cardholder. Axis Bank may enquire with you over phone or through any other means of formal communication and seek details, information, proofs, etc., about the Credit Card transactions, pattern of usage, etc. Non- satisfactory responses or no responses from the Cardholder may lead to blocking/closure of the Credit Card by Axis Bank.
- Use of the Card at Merchant Establishment will be limited by the credit limit assigned to each Card Account by the Bank.
- The Bank may, at any time without prior notice, or stating any reason whatsoever, refuse authorization for a Charge at a Merchant Establishment, and / or restrict or defer the Card member's ability to use the Card and / or suspend or cancel the Card. The Bank through the ATM, Merchant Establishment, by itself may repossess / retain the Credit Card, if it reasonably believes that it is necessary to do so for proper management of credit or business risk, or if the Card or Card Account is being misused or likely to be misused.
- Nothing contained in the cashback proposition shall be construed as a binding obligation on Axis Bank or any participating Merchant Partner to continue the Cashback/Discount Scheme after the Scheme Termination Date or to substitute the Cashback/Discount Scheme by a new or similar scheme.
- The bank may temporarily prohibit any customer from earning cashback/discount or using any features of the program.
- For Airtel Axis Bank customers who want to cancel their EMI transactions, customers need to call up Axis Bank customer care at 18604195555/18605005555 for the same.
- For EMI transactions that are cancelled by the customer/bank, the cashback in the customer's statement for that respective cycle might get debited twice, the customer would need to raise a service request by calling the Axis Bank customer care mentioning

that cashback has been debited twice with the date and amount of transaction for correction of the same.

- For customers who wish to foreclose their EMI transactions, customers would need to call up Axis Bank customer care and place a request for the same.
- The terms and conditions mentioned in the document can be revised or terminated at any time with 30 days prior notice.
- The cashback shall not be applicable if the Card has been withdrawn or cancelled or is liable to be cancelled or the account of the Card member is a delinquent Account.
- Axis Bank's computation of the Cashback shall be final, conclusive and binding on a Card member and will not be liable to be disputed or questioned.
- The terms contained in this document shall be in addition to and not in derogation of the Most Important Terms and Conditions document.
- The cashback proposition is made available at the pleasure of Axis Bank and Axis Bank expressly reserves the right at any time and with notice to Card members, to add to and/or alter, modify, change or vary all or any of these Terms and Conditions or to replace wholly or in part, the Cashback Scheme by another scheme, or to withdraw it altogether.
- Without prejudice to anything contained in the Terms and Conditions, all disputes, if any, arising out of or in connection with or as a result of the Rewards Scheme or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts / tribunals at Mumbai.