

RAZER X CIRCLES.LIFE

General Terms and Conditions

"Circles.Life x Razer Gold Pilot" ("the Pilot") for April 29th to May 6th, 2020 allows a pilot cohort of existing and active Circles.Life Base Plan users who purchase valid Razer Gold ePINs each worth \$10.00 only (via the Circles.Life website) between April 29th 5:00:00 PM to May 6th, 2020 11:59:59 PM.

The pilot allows the cohort of users to purchase valid Razer Gold ePINs (each worth \$10.00 only). The cohort of users eligible for this pilot will be determined by Circles.Life and only these users will be exposed to the purchase journey for the product being sold. Each user will be allowed to purchase up to 5 ePINs and not more during this pilot.

Once the form for purchase is submitted, customers will receive a confirmation email containing the ePIN. The email will be titled "Purchase Confirmation – Razer Gold ePin". This email also stands as a confirmation of billing, i.e. if the customer has received the email containing the ePIN, they will be charged for the ePIN(s) purchased in their upcoming bill.

Circles.Life reserves the right to exercise caution if and when required regarding the eligibility of cohort, the ePINs and the billing if there is any foul play.

Circles.Life reserves the right to end or extend the pilot at any time if it deems fit and will notify the pilot cohort on the day of extension or increase.

Cohort Eligibility

Specific cohort of existing and active Base Plan users determined by Circles.Life for this pilot. Suspended users will not be eligible for this pilot.

This pilot is not applicable to users who sign up or are existing users of the \$5 plan or \$0 Flexi Plan.

The pilot is valid between April 29th 5:00:00 PM to May 6th, 2020 11:59:59 PM.

Customer Purchase Eligibility

- Specific cohort of existing and active Base Plan users determined by Circles.Life for this pilot. Suspended users will not be eligible for this pilot.
- Customers must fill up the form with correct details (as per their Circles.Life account records) to be eligible for the purchase.
 - If any details provided does not match the records of the customers held by Circles.Life, Circles.Life reserves the right to deem invalid without notifying the customer.
 - Once the form for purchase is submitted and is deemed valid, customers will receive a confirmation email containing the ePIN within the next 7 days. The email will be titled "Purchase Confirmation – Razer Gold ePin". This email also stands as a confirmation of billing, i.e. if the customer has received the email containing the ePIN, they will be charged for the ePIN(s) purchased in their upcoming bill.

This pilot is **not applicable** to users who sign up or are existing users of the \$5 plan or \$0 Flexi Plan.

The pilot is valid between April 29th 5:00:00 PM to May 6th, 2020 11:59:59 PM.

Billing

- Customers must fill up the form with correct details (as per their Circles.Life account records) to be eligible for the purchase.
- Once the form for purchase is submitted and is deemed valid, customers will receive a confirmation email containing the ePIN within the next 7 days. The email will be titled "Purchase Confirmation – Razer Gold ePin". This email also stands as a confirmation of billing, i.e. if the customer has received the email containing the ePIN, they will be charged for the ePIN(s) purchased in their upcoming bill.

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Cancellation of Order Policy

- Customers must reach out to the CS team to cancel their order before receiving the confirmation email containing the ePIN. Once received, customers cannot cancel this order and will not be issued any refund.

Replacement/Refund Policy

- Replacements and Refunds will be dealt with in case-by-case basis
- Customers are to reach out to CS team with following details to be considered
 - Name
 - Phone Number
 - Email address
 - Reason for replacement or refund
- Customer will receive response from the CS team within 48 hours on whether claim has been accepted and the next steps (if any).