



Amazon Offer

FAQs

1. What is the offer?

Get 10% instant discount on eligible products (up to AED 50) on transactions above AED 150 at Amazon.ae, once every calendar month with your Citi Mastercard credit card. The offer is valid between 15 July to 31 December 2021 (inclusive). Valid on purchase of selected products on Amazon.ae during the offer period (the offer is not available during Amazon special offer periods including but not limited to Amazon White Friday, 11/11, and Prime Day).

2. How can I participate in this offer?

Just go through the normal shopping process on Amazon.ae. On the payment page, please select your saved Citi Mastercard Credit Card or enter a new eligible Citi Mastercard credit card, enter the CVV code, click on use this payment method and enter or redeem the applicable monthly claim code to enjoy 10% off eligible products up to AED 50 once per calendar month when you shop between 15 July and 31 December 2021 (inclusive), excluding Amazon special offer periods.

3. Which claim codes should I use when?

You need to enter or redeem the specific claim code for the calendar month in which you are making the purchase as follows: July: CB10JUL | August: CB10AUG | September: CB10SEP | October: CB10OCT | November: CB10NOV | December: CB10DEC

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

Minimum transaction amount of AED 150 is required to participate in the offer.

5. What is the maximum discount that I can avail?

The maximum discount is AED 50 per month per Citi Mastercard Credit Card across the Amazon.ae website and/or app. Offer can only be availed on one (1) eligible transaction per calendar month. Therefore, if you shop every month between 15 July and 31 December 2021 with your Citi Mastercard Credit Card you can enjoy up to 6 (six) discounted transactions with up to AED 50 discount each time, allowing for a total saving of up to AED 300.

6. 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. No refund will be issued in respect of the discount. [Link to refund and return.](#)

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

Cash on delivery transactions are not included in this Offer. The discount is only applicable when you pay for eligible transactions using your Citi Mastercard Credit Card.



8. Are all the products eligible for the offer?

All the products available on Amazon.ae are eligible for the discount except electronic products, Amazon Global Store products shipped from and sold by Amazon US and Amazon UK, Amazon Home Services, Helpbit, Amazon Gift Cards and Baby Food.

Terms & Conditions:

1. This "Offer" is provided to you by Citibank and by Souq.com FZ LLC ("Amazon") and made available on the website amazon.ae and the mobile site and mobile application thereof (collectively, "Amazon.ae").
2. Cardholders will receive 10% discount (up to AED 50) on purchases above AED 150 once a month at Amazon.ae.
3. The offer is valid for Citi Mastercard Credit Cards only.
4. The offer is valid from 15 July – 31 December 2021 (inclusive) (the "Offer Period"), but excluding Amazon special offer periods, including but not limited to Amazon White Friday, 11/11 and Prime Day
5. If a Cardholder purchases an Eligible Product on amazon.ae using a Citi Mastercard Credit Card during the Offer Period, such Cardholder will get 10% (ten percent) discount (up to AED 50) on the total amount of one transaction above AED 150 per calendar month, excluding any taxes, duties or shipping fees, by using the applicable monthly claim code.
6. In the case of use of multiple Citi Mastercard credit cards though one Amazon.ae 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.
7. Minimum transaction amount of AED 150 for eligible products at Amazon.ae is required to participate in the Offer.
8. The maximum discount per card and per Amazon.ae customer account across the Amazon.ae website and/or app is AED 50 per calendar month.
9. Cardholders who do not comply with the offer terms may not benefit from the discount on any relevant transaction and the bank may charge, and the cardholder will pay, the amount of any discount received by the cardholder on any such transaction.
10. This Offer is only valid on eligible products sold by Amazon or its third-party sellers on Amazon.ae. All electronics products, Amazon Gift Cards, Amazon Global Store products shipped from and sold by Amazon US and Amazon UK, Amazon Home Services, Helpbit and Baby Food are excluded from this Offer.
11. Cardholders are not bound in any way to participate in this Offer.



12. Any cardholder participating in this Offer will be deemed to have accepted these Offer Terms.
13. Each Cardholder may avail the discount on multiple transactions during the Offer Period, provided that the Offer may only be availed on one transaction above AED 150 per calendar month and the maximum discount on each such transaction does not exceed AED 50.
14. The Offer is not applicable to payments made by customers using the cash on delivery payment method.
15. With the exception of any Amazon offers or promotions that may be availed concurrently, this Offer cannot be used in combination with any other offer or promotion.
16. 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.
17. Applicable instant discount (up to AED 50) will be calculated at checkout on eligible transactions made using a Citibank Mastercard Credit Card where the applicable offer code is applied or redeemed at checkout. Purchases made where the applicable offer code is not applied at checkout will not have the discount applied to the transaction. The applicable offer codes for each calendar month during the Offer Period are: July: CB10JUL | August: CB10AUG | September: CB10SEP | October: CB10OCT | November: CB10NOV | December: CB10DEC.
18. Any cardholder deemed to be engaged in any fraudulent activity in connection with this offer may be disqualified from participating in this offer.
19. Cardholders are not eligible to receive the offer if they have failed to make any minimum payments due against their card or are on any payment block during the Offer Period.
20. This offer will not be available in conjunction with any other sign up offers / promotions.
21. By inquiring about our services, offers or products, you will be authorizing our representatives to approach you on your contact details including your telephone/ mobile number for any product or service offered by Citibank.
22. This offer may be revised, suspended or deleted without prior notice.
23. Citibank Terms and Conditions apply, are subject to change and are available upon request. For the current Terms and Conditions, please visit www.citibank.ae.
24. This Offer is subject to additional terms and conditions as set out on www.amazon.ae, including Amazon's Conditions of Use & Sale.
25. All offers are made available on a best-effort basis. Citibank, N.A. makes no warranties and assumes no responsibility for products and services offered as and when by other entity(ies).
26. Citibank, or any of its affiliates, or officers, directors, employees will not be liable to you for any loss, damage or expense arising out of or otherwise related to this offer.