DALMIA VIP MEMBERSHIP

Member Benefits Guide

A plain-language guide to verified membership, service coordination, loyalty points and direct-referral benefits.

Verified identity	Support continuity	Ledger-backed rewards
One member profile linked to verified contact details and protected account access.	A consistent path for enquiries, quotations, jobsheets, service and member follow-up.	Eligible points and reversals are recorded as auditable account entries.

Current-terms check: Membership features, eligibility, tiers and promotional offers can change. Check your member account or confirm with the Dalmia Computers Care Desk before relying on a benefit.

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What membership gives you

01

One verified member identity

Your membership profile links your verified mobile number, membership ID, contact choices and relevant customer history. A repeated request for the same verified identity should update the existing profile instead of silently creating duplicates.

02

Practical service coordination

Use the same member identity when requesting a quotation, raising a jobsheet, checking a repair, asking about a warranty route or returning for follow-up. Membership helps continuity; it does not replace an invoice, jobsheet, manufacturer warranty or written service scope.

03

Purchase loyalty points

The current public membership API presents a base purchase-points rate of **1.00%** for eligible purchases. Only a verified, posted transaction and the applicable program rule create a usable ledger entry. Your account ledger is the source for the credited amount, expiry date, redemption status and any correction.

04

Direct-referral benefit

The current canonical rule presents **0.5 points per INR 100** of eligible referred purchase. The first valid direct referrer is retained; multi-level referral earning is not part of this published rule. A referral becomes reward-eligible only after identity and qualifying-purchase checks.

05

Tier, offer and reminder guidance

Tier thresholds, member offers, reminders and optional campaigns are configuration-controlled. Where available, your account or a staff confirmation should show the current rule. A label such as VIP, Gold or Platinum alone is not a promise of a specific discount or service priority.

Returns and cancellations: A return, refund, cancellation or corrected invoice can reduce or reverse points that came from the original eligible amount. The ledger keeps the original entry and the correcting entry for traceability.

Use your membership with confidence

A simple five-step path

Register through the official membership page and provide accurate contact details and required consent.

Complete any requested mobile OTP or account verification. Never share an OTP, password, banking PIN or payment credential with an open form or chat.

Use your verified mobile number or membership ID when contacting the showroom so the correct profile can be found.

For every points claim, keep the invoice or transaction reference and check the member ledger after the eligible event is posted.

Before purchase, redemption or referral reliance, ask staff to confirm the current eligible items, exclusions, point rate, expiry and redemption path.

What is not automatic

Membership does not automatically provide free products, free repairs, a warranty extension, guaranteed stock, guaranteed turnaround or a guaranteed discount.

Points are program units recorded in the membership ledger. They are not a bank deposit and are not automatically withdrawable as cash.

A referral request alone does not earn points. The referred customer and eligible purchase must satisfy the current verification and program rules.

Optional marketing messages require separate consent. Service, security and transaction messages may be sent when needed for the request you made.

Your account and privacy choices

You may ask for correction of inaccurate profile information, withdraw optional marketing consent, or request deletion of an eligible account after identity verification. Some invoice, warranty, repair, fraud-prevention or legal records may need to be retained. See dalmiacomputers.in/privacy-policy for the current privacy notice.

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For a specific transaction, the current invoice, jobsheet, written offer, manufacturer warranty and member ledger take priority over a general summary in this guide.