DALMIA VIP MEMBERSHIP

Membership Program Terms

Plain-language operational terms for registration, account use, loyalty points, direct referrals, consent and support.

Personal account	Verified ledger	Current rule applies
Membership is for the verified member and must not be sold, transferred or misrepresented.	Only eligible, posted transactions and approved adjustments create or change a usable balance.	The rule shown in your account or confirmed for the transaction controls the benefit.

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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1. Joining and using membership

1.1 Acceptance

These terms apply when you request, create or use a Dalmia Computers membership. Required terms consent must be recorded before registration is completed. If you do not agree, do not create or use the membership account.

1.2 Eligibility and accurate details

Provide your real name, a valid Indian mobile number and other requested details accurately. A minor should use the program only with a parent or legal guardian. Dalmia Computers may request identity or transaction verification before account access, correction, redemption or a sensitive support action.

1.3 One member identity

Membership is personal. A verified mobile number or membership ID helps locate the correct profile but does not by itself prove identity for every action. Duplicate profiles may be linked or corrected after verification. Do not sell, transfer, share or impersonate a membership account.

1.4 Account security

Keep OTPs, passwords and recovery access confidential. Dalmia Computers will not ask you to place an OTP, password, banking PIN or payment credential in a public form or ordinary chat. Report suspected misuse promptly; account access may be restricted while the issue is checked.

1.5 No automatic product or service contract

Membership helps organise the customer relationship. It does not by itself confirm product availability, price, credit, delivery, repair scope, turnaround time, warranty acceptance or a particular result. Those matters are controlled by the applicable quotation, invoice, jobsheet, written offer and manufacturer or service terms.

2. Points, referrals and tiers

2.1 Purchase points

The current public program presents a base purchase-points rate of 1.00% for eligible purchases. A quote, cart, payment attempt or unposted transaction does not create points. Eligibility, exclusions, rounding, posting time, expiry and redemption are governed by the current program rule and the member ledger.

2.2 Direct-referral points

The current canonical rule presents 0.5 points per INR 100 of eligible referred purchase. Only the first valid direct referrer is retained. The referred person must be identified and the qualifying transaction must be verified. The program does not publish multi-level referral earning under this rule and does not award retroactive points for an unlinked past purchase.

2.3 Privacy of referrals

A referrer may receive a privacy-safe status or masked summary, not the referred customer's private purchase details. Referral contact data must not be used for optional marketing without appropriate consent.

2.4 Returns, refunds and corrections

Points connected to a returned, refunded, cancelled, disputed or corrected transaction may be proportionally reduced or reversed. An audit entry may preserve both the original event and the correction. If an incorrect duplicate credit is identified, the balance may be corrected after review.

2.5 Tiers, offers and redemption

Tier thresholds, discounts, multipliers, catalog items, expiry periods, promotions and redemption methods can be changed, enabled, paused or withdrawn. Your current account display or a transaction-specific staff confirmation is the authoritative current statement. Points are promotional program units, not a bank deposit or automatically withdrawable cash.

> Keep the invoice or transaction reference for a points query. The member ledger, verified transaction record and current program configuration are used to resolve discrepancies.

3. Consent, communications and data

3.1 Required and optional consent

Registration may require consent to store the submitted profile and send messages needed for the requested membership or support workflow. Marketing consent is separate and optional. Withdrawing optional consent does not invalidate lawful processing already completed or messages necessary for security, service or a transaction you requested.

3.2 Communication channels

Where you have selected or permitted a channel, Dalmia Computers may send registration acknowledgements, OTPs, service updates, ledger notices, expiry reminders or staff follow-up. Delivery depends on the provided contact details and the availability of the communication provider.

3.3 Information handling

Membership data may include identity, contact, consent, account, referral, quotation, invoice, warranty, service and security records. Dalmia Computers does not sell personal information. Minimum necessary information may be processed by hosting, database, security, backup, email, SMS, OTP, communication or technical-support providers, and by warranty or service partners when needed for your request.

3.4 Correction, consent withdrawal and deletion

After identity verification, you may request correction of inaccurate information, withdraw optional marketing consent or request deletion of an eligible account. Invoice, accounting, warranty, repair, security, fraud-prevention, dispute or legal records may be retained where necessary. The current privacy notice at dalmiacomputers.in/privacy-policy explains retention and available controls.

3.5 Google Sign-In

Google Sign-In, where available, is optional. It is used for limited account identity and authentication; it does not give Dalmia Computers access to Gmail, Drive, Contacts, Calendar, Photos, passwords or unrelated Google Account content.

4. Fair use, changes and support

4.1 Fair use and misuse

Do not create false identities, manipulate referrals, split or duplicate transactions to obtain extra credit, misuse another person's account, submit fabricated proof, interfere with program systems or use the program unlawfully. Dalmia Computers may hold, correct, suspend or close an account or benefit while suspected error, abuse, fraud or security risk is reviewed.

4.2 Program availability and changes

Features may be unavailable because of maintenance, provider failure, security controls or a program change. Dalmia Computers may update these terms and the program rules. Material changes should be presented through an appropriate notice or consent flow where required. No change permits an invented or backdated transaction; posted ledger corrections remain traceable.

4.3 Errors and queries

If you believe a profile, points entry, referral status or communication preference is wrong, contact the Care Desk with your verified mobile or membership ID and the relevant invoice or reference. Do not send OTPs, passwords, banking PINs or unnecessary sensitive information.

4.4 Specific transaction terms take priority

For a specific purchase or service, the current written quotation, invoice, jobsheet, manufacturer warranty, return condition, approved promotion and member ledger take priority over a general program summary. Nothing in membership expands a manufacturer warranty or removes rights that cannot lawfully be excluded.

4.5 Contact and complaints

Start with the Dalmia Computers Care Desk. Provide the minimum information needed to identify the account and issue. The team may need to verify ownership and review transaction or audit records before responding or changing an account.

Dalmia Computers Care Desk
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These terms are Version 1.0, published 31 August 2026. Keep a copy with your membership records and check the official membership page for the current version.