

TERMS AND CONDITIONS

- ☐ These terms and conditions are provided on the Website www.hdfcbank.com/nri
- ☐ Users should send their documents in sealed packets/envelopes to Aramex -Shop & Ship Service using their local postal service or can come personally to drop their shipments to Aramex Offices.
- ☐ Users should not mention any value on the envelope for moving document under Aramex -Shop & Ship Service. Value always needs to be ZERO.
- ☐ Only Documents can be moved under Shop & Ship Service. Users should not send any monetary instruments, excluding but not limited to, cheques, drafts or dividend warrants through this service.
- ☐ In-case of personal drop, user needs to mention "Shop & Ship" Account Number. **For e.g – for Dubai, you need to mention -Account # BOM 18214 mandatorily** on the shipment along with the complete address . If the complete address and Account number for respective country is not mentioned on the envelope, it would lead to loss of documents.
- ☐ In-case documents are couriered to Aramex - shop & ship office, user needs to mention the account number along with the complete address (**For e.g – for Dubai, -Account # BOM 18214 needs to be mentioned) mandatorily** on the shipment at the time of dispatch. Users also have to make a note of the Airway bill/ tracking number from the courier company they are using in order to keep a track of the shipment.
- ☐ **Aramex - Shop & Ship service** , will collect all packets /envelops from respective locations and from their Mumbai Head office, shipments will be delivered to HDFC Bank Head Office, Mumbai.
- ☐ HDFC Bank Ltd will not be responsible for any loss arising out of documents / instructions being sent to the wrong address or documents / instructions lost in transit.
- ☐ Confidentiality of the documents sent by the customer will be maintained.
- ☐ Users of the **Aramex - Shop & Ship service** facility are availing the service at their own risk.
- ☐ Neither HDFC Bank Ltd nor **Aramex - Shop & Ship Courier Service** will be responsible or liable to the user or any other third party for the envelopes / packets or its contents during the transit from the user to the **Shop & Ship Service** address.
- ☐ On receipt of the envelopes / packets in the **Aramex - Shop & Ship Service** will be responsible till it is shipped and delivered to HDFC Bank Head Office, Mumbai. By availing the service, the User shall be deemed to have agreed to entrust the trans-shipment to India at his sole risk and discretion to **Aramex - Shop & Ship Service** and HDFC Bank Ltd., is not liable or responsible for any loss or destruction of the envelopes / packets in the hands of **Aramex - Shop & Ship Service**.
- ☐ User is aware that HDFC Bank Ltd. will not process the documents without furnishing this form duly filled. HDFC Bank Ltd. is neither responsible to return the documents or keep it in safe custody, in case of incomplete information.

☐ In the event that user instruction/s cannot be carried out owing to any discrepancy or otherwise, HDFC Bank Ltd. may inform the user by e-mail, provided the users e-mail id has been provided to HDFC Bank Ltd. HDFC Bank Ltd. is not responsible for non-receipt of such e-mail on account of any incorrect e-mail id or system error or non-acceptance by the computer system of the user.

☐ HDFC Bank Ltd. shall in its sole discretion destroy the documents after one month of receipt without any further reference or notice to the user and the user agrees that HDFC Bank Ltd. is not liable or responsible to either user or any other person for such destruction.

☐ User agrees that he / she shall be solely responsible for the contents of the envelopes / packets and shall indemnify HDFC Bank Ltd. for any loss or damage suffered to it on account of handling the contents or merely the form being addressed to it in view of legal, regulatory or contractual requirements of the user.

☐ I / We have read the terms and conditions and I / We confirm that I / we am / are not sending any monetary instruments, excluding but not limited to, cheques, drafts or dividend warrants through this service. I understand that HDFC Bank can reject any document that is not mentioned in the above form.