

T&Cs for GoodLife – Scratch & Win Campaign (hereinafter referred to as “Campaign”)

- The Campaign is available on pan India level and is open for Indian residents only above 18 years of age.
- The Campaign is valid from January 14, 2026, to March 31, 2026 (hereinafter referred to as “Campaign Period”).
- The Campaign is applicable to all Hero MotoCorp Limited’s (hereinafter referred to as “HMCL”) customers who purchases a new HMCL two-wheeler from authorized HMCL dealerships and enroll in HMCL Goodlife Program during the Campaign Period.
- In this Campaign, Customers can participate only once.
- Participation in this Campaign is purely voluntary. By participating in this Campaign, a customer unconditionally and irrevocably accepts and agrees to be bound by the terms and conditions of the Campaign.
- HMCL shall not be responsible for any expense incurred by customers while participating in this Campaign including internet charges and any technological issues, such as network problems.
- HMCL does not accept any responsibility for any incorrect communication details provided by the participant and/or delay in receipt of participation and/or non-receipt of participation.
- Non-adherence of below-mentioned mandatory process of participation will invalidate the participation in the Campaign.
- Customers are eligible to participate in the Campaign as per the following:
 - Customers purchase a new HMCL two-wheeler vehicle from authorized Hero dealerships and enroll in Hero GoodLife during the Campaign Period.
 - Customers participate in the Campaign (hereinafter referred to as “Participant/s”) via any of the following:
 - i. automated SMS on the registered mobile number with a Campaign link; or
 - ii. on the HMCL Website; or
 - iii. QR Code at authorized HMCL Dealership.

- Participants logins into the Campaign page via entering their registered GoodLife mobile number and other details, as may be required.
- Participants will receive a digital scratch card upon successful login.

• Rewards: On scratching the digital scratch, Participants stand a chance to win any of the following: -

1. One Gold Coin refers to an e-voucher with value worth Rs 9000.
2. One Silver Coin refers to an e-voucher worth Rs 1100
3. OTT membership of 1 month.

• Rewards No. 1 to 2 will be disbursed on or before June 30, 2026, post verification of Participants' credentials and documentation.

• With respect to reward No. 3, Members to claim the OTT membership coupon code from the Welcome Portal and the coupon code for available OTT Membership will be sent via SMS to the registered GoodLife mobile number within 7 days of claiming from Welcome portal. Participants will be able to use the coupon code by 31 March 2026.

• All Campaign-related communications will be through SMS, Phone No., Email id on Participants registered numbers / Email ids only.

• Campaign benefits can be availed as being explained in previous clauses and are non-transferable, non-substitutable and non-cashable.

• In case of any issues with the Rewards, Participants must report them to goodlife@heromotocorp.biz by 30 June 2026, after which no complaints will be entertained.

• HMCL reserves the right to disqualify any Participant found engaging in fraudulent or unfair practices. Any attempt to manipulate or exploit the Campaign mechanism will lead to immediate disqualification.

• The decision of HMCL with respect to regulations (detailed above), Campaign benefits, Participants/data selection and on all aspects of Campaign shall be final and binding.

• HMCL reserve the right to alter/amend/vary/extend/ terminate this Campaign at any point of time without assigning any reason.

• This Campaign is subject to force majeure conditions. Therefore, HMCL and/or them

directors/officers will not be responsible for circumstances beyond their control, which hinder the completion of the Campaign.

- Any personal information relating to Participant(s) will be used in accordance with applicable data protection legislation. Also, HMCL's Privacy Policy can be accessed [here](#).

- In case of any dispute regarding the Campaign, participants agree to first attempt to resolve the

issue amicably by contacting goodlife@heromotocorp.biz. If a resolution cannot be reached, disputes may be referred to arbitration as per the Arbitration and Conciliation Act, 1996, with the seat of arbitration in New Delhi. All disputes are subject to the exclusive jurisdiction of the courts at Delhi.