

Axis Bank Dining Delights FAQ's

1. How can I communicate in case of Complaint/Grievance/ Query or Feedback?

EazyDiner Customer Support:

- a. Axis Customers HNI Customers (exclusive boardline): 7669004444
- b. Prime Customers: Phone No.7861004400 Email: prime@eazydiner.com
- c. Other Registered ED Customers: Phone No.7861004444 Email: booking@eazydiner.com

2. What are the benefits I can avail if I have an Axis Bank Retail Card?

- a. EazyDiner Non Prime Member: Restaurant Non-Prime Offer (if applicable) + Bank Discount of 15% off up to Rs. 500 when you pay the dining bill via the EazyDiner app
- b. EazyDiner Prime Member: Restaurant Prime Offer (if applicable)+ Bank Discount of 15% off up to Rs. 500 when you pay the dining bill via the EazyDiner app

3. What are the benefits I can avail if I have an Axis Bank Affluent Card?

- a. EazyDiner Non Prime Member: Restaurant Offer (if applicable) +Bank Discount of 25% off up to Rs. 800 when you pay the dining bill via the EazyDiner app
- b. EazyDiner Prime Member: Restaurant Prime Offer (if applicable)+ Bank Discount of 25% off up to Rs. 800 when you pay the dining bill via the EazyDiner app

4. What are the benefits I can avail if I have an Axis Bank HNI Card?

- a. EazyDiner Non Prime Member: Restaurant Non-Prime Offer (if applicable) +Bank Discount of 40% off up to Rs. 1000 when you pay the dining bill via the EazyDiner app
- b. EazyDiner Prime Member: Restaurant Prime Offer (if applicable)+ membership discount +Bank Discount of 40% off up to Rs. 1000 when you pay the dining bill via the EazyDiner app

5. What are the eligible cards under each offer?

The eligible cards are listed under the offer tab on the Axis Dining Delights Page

6. Will the offer be applicable if I do not use EazyDiner as a mode of payment?

No, to avail the offer, payment has to be made via EazyDiner using an Axis Bank Card

7. What if a restaurant is visible on the EazyDiner Portal but not on the Axis Bank Dining Delights Page, will the offer be valid?

No, the Axis Bank offer will only be valid for restaurants listed on the Axis Bank dining delights Page. All the restaurants on EazyDiner where PayEasy is enabled the Axis Bank offer will be valid.

8. Why did my transaction fail if I used an Axis Bank retail card for a 40% off up to Rs. 1000 offer ?

The offerings are tiered, there is a unique offer for each card segment. An Axis Bank retail card cannot be eligible for a HNI offer. One would have to try again with the eligible card

9. What happens if I make the payment twice?

The amount will be refunded back in 2-7 working days

10. To avail the benefits do I need to make a reservation on the Axis Bank Dining Delights Page prior to dining at the restaurant?

Yes, a reservation will be beneficial to avail the services seamlessly

11. What is EazyDiner responsible for?

- EazyDiner offers a reservation service between the user and the restaurants and does not accept any liability arising out of your dining experience regarding quality of service or food, as it is delivered by a restaurant and not by EazyDiner.
- EazyDiner is not liable for any changes in menu or pricing at the restaurant.
- The EazyDeal provided by EazyDiner will only be applicable along with a meal at the restaurant.
- They will investigate any written complaints against a restaurant on receipt of complete details.

12. What is Axis Bank responsible for?

- Axis Bank only offers discount on purchase of goods and services by using Axis Bank Credit & Debit Card and Axis Bank holds out no warranty or makes no representation about the quality, delivery or otherwise of the goods and services offered by the restaurant
- Axis Bank shall not be liable in any manner whatsoever for any loss/ damage/ claim that may arise out of use or otherwise of any goods/ services availed of by the Card Holder/s under the offer.
- Axis Bank shall not be held liable for any delay or loss that may be caused in delivery of the goods and /or services under the offer.
- All of Axis bank's actions shall be on a best-efforts basis only.
- Axis Bank Terms & Conditions Apply