

Visa D2C "International Spends Campaign Offer FAQs

[FAQs for Cardholders]

This document captures the Frequently Asked Questions (FAQs) from cardholders on Visa's 'International Spends' Campaign ("**Campaign**") to promote international spends on valid and active Visa consumer debit cards, Visa consumer credit cards and Visa consumer forex prepaid cards issued by licensed issuers in India ("**Visa Cards**"). For avoidance of doubt, Forex prepaid cards that carry the word "Corporate" on the card are not consumer forex prepaid cards and are not eligible for this offer.

The FAQs are divided into the following sub-sections:

1. Campaign Details.
2. Voucher Redemption and Usage.
3. Cardholder Eligibility for this Campaign

Campaign Details

1. What is Visa's Campaign and how can I participate?

The details of the Campaign is provided below:

- '**International Spends Campaign**: Cardholders who have cumulatively spent more than \$1000 (United States Dollars one thousand) or its equivalent in any foreign currency which is equal to or exceeding INR 85,000 (Indian Rupees Eighty Five Thousand) ("**Eligible Spend**") (whichever is higher) at an online international merchant in a non INR currency, or physical spends at an international merchant Point of Sale (POS) or cash withdrawals at an ATM outside the geography of India during the Campaign period will be eligible to win Amazon Shopping Voucher vouchers of INR 1000 (Indian Rupees one thousand) ("**Voucher**").
- Please note that Visa domestic prepaid cards, business/ commercial cards, and corporate cards are not eligible for this Campaign.
- The Campaign will be subject to Visa's terms and conditions.
- All transactions on an Eligible Card should have been processed on VisaNet in order to be considered as part of the Eligible Spend

2. For how long is the Campaign valid?

The Campaign is valid from 15th October '25 to 15th February '26 including both days, or till such date the stocks last, whichever is earlier ("**Campaign Period**").

3. What transactions are considered eligible for this offer?

Only successful payment transactions will be considered in calculating Eligible Spend. A Cardholder will qualify for the Campaign only if the payment transaction value on an Eligible Card or a New Eligible Card for products and services that are not cancelled or returned during the Campaign Period meets the Eligible Spend criteria mentioned above.

4. What are the key conditions for using the vouchers that I can win in this promotional offer?

- The Amazon Shopping Voucher can be redeemed only on Amazon.in by adding it to your Amazon Shopping Voucher Balance.
- Each Voucher is valid for 90 days from the date of issuance. Once added to Amazon Shopping Voucher Balance, the amount will follow Amazon's prevailing balance validity policies.
- Once redeemed, the Voucher value will be credited in full (INR1000) to Amazon Shopping Voucher Balance.
- The Voucher cannot be used for recharges, bill payments, subscriptions (including Amazon Prime, Kindle, Audible, etc.), purchase of gold/jewellery, or any restricted categories as per Amazon policy.
- The Voucher is non-transferable, non-exchangeable, and non-cancellable.
- The Voucher cannot be transferred for value or redeemed for the cash.
- No returns and no refunds on gift cards, e-gift cards and gift vouchers. Please refer to Amazon's Returns & Refund policies for more details

. For example:

- If an Amazon Shopping Voucher of ₹1000 is redeemed, the full ₹1000 is added to your Amazon Shopping Voucher Balance. You can then use this balance to pay for eligible purchases on Amazon.in.
- If you place an order worth ₹800, the payment will be automatically deducted from your Amazon Shopping Voucher Balance and ₹200 will remain in your balance for future use.
- If your order value is ₹1200, then ₹1000 will be deducted from your Amazon Shopping Voucher Balance and you will need to pay the remaining ₹200 using another payment method.
- The Voucher amount once credited to your Amazon Shopping Voucher Balance cannot be transferred, refunded, or exchanged for cash. It is also not applicable on restricted categories such as recharges, bill payments, subscriptions (Prime, Audible, Kindle etc.), purchase of gold/jewellery, or other items prohibited under Amazon policy.
- Cannot be combined with any other offers, schemes, promotions, or block bookings.
 - Voucher once claimed will be valid for a period of 90 days.
 - One voucher can be used for one payment transaction only.

Please note that Visa may, at any time and without prior notice to eligible cardholders, choose to replace the offer with a discount voucher of the same denomination from another merchant or entity.

[Offer Redemption and Usage](#)

5. How can I claim my Amazon Shopping Voucher?

If you are eligible, you can follow the below steps to claim your Voucher(s):

- Click on the 'Claim offer' button or "<https://www.visa.co.in/pay-with-visa/visarewards-offer.html>" that is shared on your offer communication which could be an SMS or email or bank app/website banners, social media post/banner etc.
- You will be redirected to our Visa Offer page. You can either click on the 'Claim offer' button/link or scan the QR code shown on the page.
- You will be logged into your redemption website.
- Enter your 16-digit card number, CVV, card expiry date and your mobile number.
- Enter and verify the OTP that is sent to your mobile number.
- Now that you are successfully authenticated, you can see the eligible vouchers. The 'Know more' widget will provide the offer details and offer terms and conditions.
- A unique 13-character Amazon Shopping Voucher code will be displayed to you for the voucher that you have claimed and sent to you on your mobile number.
- You can use this code on Amazon.in to redeem it.
- In case you face any issues or have queries regarding the redemption process or the redemption website, you can write to the customer care team at Visaoffersupport@razorpay.com managed by RazorPay International Services Pte Ltd.

6. I have successfully logged into the offer redemption website, but I see available Voucher Why?

- Ensure that you have fulfilled the Eligible Spend criteria to be eligible for the Voucher.
- The Voucher will be displayed 7 days after you have completed the Eligible Spends.
- You should log into the offer redemption website within 97 days from such last eligible transaction date to claim the Voucher.
- If you are still unable to see your Voucher details despite your eligibility, then, please contact our customer care team at Visaoffersupport@razorpay.com managed by RazorPay International Services Pte Ltd.

7. I have received my Voucher but forgot my unique Voucher code. How can I get it again?

- Check your SMS for the unique Voucher code sent to you on the mobile number provided on redemption website.
- You can also re-log into the offer redemption website in accordance with the procedure provided in the answer to question 5 above. Once you log in, you will see all the Vouchers that you have received for a particular offer.
- If you still face any issue, you can write to the customer care team on Visaoffersupport@razorpay.com.

Note: Visa, issuer banks, and merchants will not be responsible for any delay, loss, or damage in the delivery of the voucher(s).

8. [How do I redeem my Voucher on Amazon.in?](#)

- Visit www.amazon.in/vouchers
- Click on 'Claim New'
- Enter your 13-character Amazon Shopping Voucher Code exactly as received
- The full voucher value will be added to your Amazon Shopping Voucher Balance
- At checkout on Amazon.in, select Amazon Shopping Voucher Balance as your payment method
- If the payable amount is higher than the available balance, pay the remaining amount using another payment instrument

Note: Vouchers received as part of this Campaign are non-exchangeable, and non-refundable. No cash alternative or substitute for the Voucher(s) will be provided.

9. [What if I have a dispute regarding the Voucher redemption?](#)

In case the cardholder faces any issue while redeeming the Voucher, they may write to visaoffersupport@razorpay.com. The customer care team will review and resolve the query accordingly..

[Cardholder Eligibility for this Campaign](#)

10. [Who is eligible to participate in this Campaign?](#)

The Campaign is open to all Cardholders of valid and active Visa Cards issued in India by any bank or financial institute licensed to do so.

11. [I have more than one Visa Card. Can I participate in this Campaign?](#)

Yes, you can participate in this Campaign on each of your Visa Cards separately, provided you meet the terms and conditions of the Campaign for each Visa Card.

However, each type of Voucher can be earned only once during the Campaign Period on a single Visa Card.

12. [Am I eligible for the Voucher if I make transactions with both my Visa Card and by mobile contactless mode?](#)

Indeed, Contactless transactions made by tapping your Visa Card or a mobile device with your enrolled Visa card at a merchant POS machine, will be deemed eligible, if they meet the eligibility criteria for the Campaign.

[Additional details on enabling and making international transactions.](#)

13. How can I enable international payments on my Visa Card?

- Log into your bank's internet/mobile banking website/app.
- Go to the debit card or credit card or Forex prepaid card section of the internet banking website or mobile app.
- Click on the Visa Card for which you wish to enable international transactions.
- You will see the option to enable 'International payments" on your Visa Card for POS and e-commerce / online transactions. Click on the one you want to enable in order to carry out your desired purchase.
- For the best experience on your Visa Card, set appropriate limits to enable your payments to go through, as allowed by your bank.
- If you still face any issue with making international transactions on your card, then reach out to your bank's customer care team for support.

Please note that the exact steps to enable international transactions and to set limits may vary from bank to bank. If you have any questions or issues regarding this, then, please contact your bank's customer care center or nearest branch or call your relationship manager.

■ [End of Customer facing FAQs](#)