

Terms & Conditions:

- Campaign is valid from 18th of October 2025.
- Use the promocode "cb15" when choosing Sympl at checkout and you will get 15% uncapped cashback on the financed amount of any transaction.
- The offer is valid across all partnered brands within Sympl online and in-store merchants network.
- Cashback to be credited in customer's Sympl account.
- The offer is valid for all ALEXBANK debit and credit cards.
- Cashback has an expiration date and therefore must be used before this period expires. Customers are notified of the expiration date via SMS text message.
- Cashback can be used to pay transactions with a minimum of the installed amount EGP 300 and a maximum of 90% of the payment.
- The Cashback percentage is calculated on the financed amount of the transaction and not on the total amount of the transaction.
- Cashback can only be used for new transactions via Sympl's platform and cannot be cashed out or used to pay for existing installments.
- If a customer makes a partial refund for the original transaction from which they received cashback, the cashback value is recalculated based on the new transaction. If a full refund is made, the cashback earned from this transaction will be completely canceled.
- If the customer uses the cashback in a new transaction and then requests a refund for the transaction that originally granted the cashback, the due payments that the customer must settle will be adjusted to cover the value of the cashback used.
- For customers to benefit from the cashback feature, they must enter the promotional code designated for cashback "cb15". If the customer does not enter this code, cashback will not be applied automatically.
- Promocode can be redeemed only once for each customer.
- Promocode can't be used combined with other promocodes.
- This offer will not be available for invalid, suspended, inactive cards.
- The bank shall not be liable for any disputes or controversies between the cardholder and the merchant regarding the commodities or service purchased by the card. The bank is not a party to such relationships.