

FAQ - Back to College Offer

1. What is the names of this offers/campaign?

Ans: Back to College Offer

2. What is included in the Back to College Offer?

Ans: Refer below table:

Laptop Offers													
Form Factor	Products	1 year additional warranty	2 year additional warranty	2 year additional warranty + 2 year additional ADP	2 year additional warranty + 2 year additional ADP + Premium Backpack	2 year additional warranty + 2 year additional ADP	2 year additional warranty + 2 year additional ADP	Gaming Gear	Premium Backpack	1TB External HDD	EMI 3x9 Scheme	EMI 6x6 Scheme	Remarks
			worth ₹1,499/-	worth ₹7,999/-	worth ₹11,499/-	worth ₹7,999/-	worth ₹7,999/-	worth ₹12,999/-	worth ₹3,499/-	worth ₹1,999/-			
Classical	DOS Laptops (IP 100 not included)	✓	-	-	-	-	-	-	-	-	✓	✓	• 3x9 EMI is applicable on G series + IP 300. 6x6 EMI is applicable on Z/ IP 500 only*
	Entry and Mainstream OS Pre-installed Laptops (Including IP 100)	-	✓	-	-	-	-	-	-	-	✓		
	Premium Laptops (IP 500/ Z Series - All Models & IP 300 (8GB MTMs))	-	-	✓	-	-	-	-	-	-	✓	✓	
Thin & Light	All Laptops (U series/ IP 500s)	-	-	-	✓	-	-	-	-	-	✓	✓	
Convertibles	All Yoga series (Yoga 300/ 500/ 710/ 900)	-	-	-	-	✓	-	-	-	✓	✓	✓	• Yoga 500: Only 5th Gen CPU and/or 500GB MTMs eligible for 1TB HDD offering. • Yoga 300 is not eligible for EMI
Gaming	Y700	-	-	-	-	-	✓	✓	✓	-	✓	✓	• Warranty & ADP offer: ₹1499/- (Only for Y700 8GB RAM MTMs) & hard bundled on all Y700 16GB MTMs for BTC. • RTC Gaming Gear details: 1. Lenovo Y Gaming Mechanical Switch Keyboard (English UK) 2. M000 Gaming Mouse 3. Lenovo Y Gaming Surround Sound Headset. Lenovo 39 item (15.6") Backpack YC610 worth ₹3499/- FREE and hard bundled with every Y SERIES LAPTOP as DEFAULT
Processing Fee		₹599	₹599	₹999	₹1,499	₹1,499	₹1,499	₹2,499	Free	Free	₹749	₹749	

Desktop Offers			
Form Factor	Up to 3 year warranty	worth ₹4,499/-	EMI -3x9 Scheme
AIO	✓		✓
TDT	✓		✓
Processing Fee		₹499	₹749

3. What gets covered under Lenovo Back to College Offer?

Ans: Extended Warranty Agreement covers components installed in your covered Product at the time of purchase, including the internal central processing unit, integrated hard disk drive, integrated optical drive, integrated keyboard, integrated pointing devices, integrated LCD screen, optional features installed by Lenovo at the time of purchase, and other components that Lenovo includes as a standard feature with the covered Product.

4. What is not covered under Back to College Offer?

Ans: Parts consumed through normal wear and tear of the product are not covered by this service. Parts intended to be replaced or consumed ie. Keyboard, Mouse, Batteries and adapters are not covered under extended warranty terms. Similarly carrying cases or folios, stylus or digitizer pens, light bulbs, memory disks, wire connections, cradles, docking stations, port replicators, external keyboards, printers, scanners, external drives, software (preloaded or purchased separately), tapes, CDs, DVDs, film or other media, external modems, external speakers, monitors, external mice or other input/output devices or any other components not internal to the Covered Product are also not covered under the warranty. Finally the other optional features not installed by Lenovo at the time of purchase like accessories purchased in addition to the base unit, third-party products (those not bearing the Lenovo logo) even if sold by Lenovo, are not covered under this extended warranty offer.

Other scenarios which are not covered under the warranty terms are:

- a) Any products repaired by anyone other than Lenovo or a service provider.
- b) Cosmetic damage (e.g., scratches, dents, or cracks that do not affect the Covered Product's functionality or structural integrity)
- c) Damage from abuse, misuse, unauthorized modification, unsuitable physical or operating environments, improper maintenance by anyone other than Lenovo-authorized service providers, removal of original parts or alteration of a Covered Product or identification labels
- d) Damage caused by a product not covered under this Agreement or caused by biohazards or human or animal bodily fluids
- e) Theft, loss or damage from fire, flood, or natural disaster, war, terrorism, acts of God or other events outside the reasonable control of the parties.
- f) The coverage period terminates immediately if your product is replaced under this Agreement

5. What is the duration of this Back to College Offer?

Ans: The offer is valid only on purchases made during the offer period (June 10th, 2016 to September 15th, 2016). However online registrations are open till 18th September 2016 for any purchases made within the offer period. The Payment period is between 10th June 2016 to 25th September, 2016. (This offer is eligible only on purchases made in Kerala)

6. What are the timelines of the Validation process?

Ans: Below are the timelines for Back to College Offer the validation process.

- Customer receives his/her warranty extension certificate within 30 days of his registration (valid registrations)
- Kestone to validate the registration and update the customers about the status of the registration (Valid / Invalid / WIP) within 7 working days of registration
- The warranty extension certificate is emailed to the customer within 14 working days of receiving the payment
- After receiving the communication stating payment details, (for valid registrations) the customer has to send the DD within the next 7 days.

- If the DD/online payment is not received within 7 days the case is moved to WIP. The customer is given a maximum period of another 7 days to send the DD failing which his/her registration will be cancelled.
- Once the above case is moved from WIP to valid, the customer receives his warranty extension within 2 weeks from the date the payment is received.

7. Who is eligible for Back to College Offer?

Ans: Any customer who purchases “Lenovo Traditional Desktops, All In Ones & Notebooks Y/Z/G/U/Yoga/Ideapad” (applicable on select products) during offer period starting 10th June 2016 to 15th September 2016 are eligible to avail this offer. It is important to note that the online registrations are open till 18th September 2016 for all purchases made within the above mentioned offer period. Any registration after 18th September 2016 will not be eligible to avail the offer. Also the Product needs to be purchased from Authorized Lenovo Business Partner in India and online registration for the Offer needs to be completed during the Offer Period as described in the offer document.

8. Do I need to submit hard copy of my documents to the Business Partner?

Ans: These offers are completely paperless. If you are unable to send scanned copy of the documents, a hard copy (duplicate copy) can be couriered to the following address on or before 18th September 2016 with the correct program name mentioned on the Envelop.

Back to College Offer
 Lenovo Program Manager
 Kestone IMS Pvt Ltd
 C/O Back to College Offer
 12/1, Palace Cross Road,
 Bangalore – 560020
 Phone: 080 –080-39534757

9. Will I get these offers through the Business Partner?

Ans: Online registration at www.lenovopromo.net is mandatory to avail these offers.

10. Do I have to pay anything to avail Back to College offer this benefit?

Ans: Yes, refer the table below.

GAMING SEGMENT (Y 700)	Get Gaming Gear worth INR 12990/- on payment of INR 2499/-*
	Get 2 Year Additional Warranty worth INR 4499/- AND 2 Year Additional ADP Worth INR 3499/- Just INR 1499/-*
	Get 2 Year Additional Warranty AND 2 year additional ADP Worth INR 7998/- AND Gaming Gear worth INR 12990/- at Just INR 3998/-*
PREMIUM RANGE	Get 2 Years Additional Warranty worth INR. 4499/- AND 2 year additional ADP worth INR 3499/- on payment of INR. 999/-*

ENTRY & MAINSTREAM RANGE	Get 2 Year Additional Warranty worth INR. 4499/- on payment of INR. 599/-*
	Get 1 Year Additional Warranty Worth INR. 4499/- on Payment of INR. 599/-*
CONVERTIBLE	Get 2 Year Additional Warranty worth INR. 4499/- AND 2 Year Additional ADP worth INR 3499/- on payment of INR. 1499/-*
	Get 2 Year Additional Warranty worth INR. 4499/- AND 2 Year Additional ADP worth INR 3499/- AND 1TB Hard disk on payment of INR. 1499/-* (Applicable only on Select MTMs of Yoga 500)
	Get 1 TB Hard disk Worth INR 5999/- at Just at INR 1499/-* (Applicable only on Yoga 500)
T&L	Get 2 Year additional warranty AND 2 year additional ADP worth AND Premium backpack worth INR 11497/-@ just INR 1499/-*
ALL IN ONES	Get 2 Year Additional Warranty worth INR 4499/- on payment of INR 499/-*
TRADITIONAL DESKTOP	Get 2 Year Additional Warranty Worth INR 4499/- on payment of INR 499/-*

11. Can I get this offer on all Lenovo products?

Ans: These offers are applicable only on purchase of Lenovo Traditional Desktops, All In Ones & Notebooks Y/Z/G/U/Yoga & Ideapad". Applicable on select MTM numbers only.

12. What will be the URL of the website where I can redeem this offer?

Ans: To avail the Lenovo Back to College Offer eligible customers need to register on the online portal www.lenovopromo.net by agreeing to the terms and conditions of the offer.

13. Do I need to share my documents with Business Partner?

Ans: No, You can register on www.lenovopromo.net with the required details and upload required documents yourselves.

14. Can I courier original copies?

Ans: Only scanned copies or photo copies of the documents need to be sent to the above address as the received documents will not be returned back.

15. What documents would be required to avail this offer?

Ans: Product serial number scan copy (present on the outer box) & Invoice scan copy (buyers name, purchase date, product serial number, dealer seal & signature are mandatory on the invoice).

16. How do I need to make a payment to avail the Back to College Offer?

Ans: To avail Back to College Offer the customer with valid registrations will have to make a payment of INR 1499/- OR INR 2499/- OR INR 999/- OR INR 599/- OR INR 499/- as per the cost involved to avail the offer. Payment should be made through the payment gateway of the business partner or need to be DD drawn in the favor of “Kestone Integrated Marketing Services Pvt Ltd”. The DD should be couriered to the below address:

Lenovo Program Manager
Kestone IMS Pvt Ltd
C/O Back to College Offer
12/1, Palace Cross Road,
Bangalore – 560020
Phone: 080-39534757

It is important to note that the customer must mention his Ticket Number, Serial Number and Mobile Number behind the DD.

17. What if the Customer fails to make his payment within 7 days of receiving communication specifying payment details?

Ans: If the payment is not received within 7 days the registration will be invalid.

18. How long will it take to receive the PROMO via email / Courier?

Ans: Customer will be e-mailed Warranty Certificate within 14 business days and Couriered the gifts within 21 business days of payment receipt.

(Subject to availability. There could be delay in dispatching the goodies due to stocks unavailability. Customers can get in touch with the Customer Support help line/toll free number 1800 3000 9990 or 080-39534757 to get further information)

19. What information is required to register on www.lenovopromo.net?

Ans: For registration, the following details needs to be entered in the website

- (a) Upload Invoice Copy – which must include BUYER’s name, purchase date, machine series, serial number, MTM number & dealer’s seal and signature.
- (b) Machine Serial Number Copy – Machine series (Type), Serial Number & MTM Number (mandatory)
- (c) Laptop base sticker image - Customer can also upload the laptop base sticker image as a proof of machine serial number copy.
- (d) Contact details (including address, phone number and valid email id)
- (e) Store Name and Location from where the product has been purchased

20. Will I get any Case ID or Ticket Number post sending the scanned copies of the ID’s?

Ans: Yes, after the registration process is completed successfully, the customer will receive an acknowledgement on his/her registered email id along with a ticket number. This ticket number can be used as a reference for any future communication on this offer.

21. Will you share any Gifts to my residential address?

Ans: The goodies will be dispatched to the registered address within 21 business days of payment receipt.

(Subject to availability. There could be delay in dispatching the goodies due to stocks unavailability. Customers can get in touch with the Customer Support help line/toll free number 1800 3000 9990 or 080-39534757 to get further information)

22. Will I get any Case ID or Ticket Number post registration?

Ans: Yes, after the registration process is completed successfully, the customer will receive an acknowledgement on his/her registered email id along with a ticket number. This ticket number can be used as a reference for any future communication on this offer.

23. Whom do I need to contact for any concerns or issues on this offer?

Ans: You can contact TOLL FREE number 1800 3000 9990 or call our customer support at 080-39534757 (Except on Public Holidays).

24. What will be the email Id where one can raise the concerns onif any?

Ans: For any queries Related to Back to College Offer please send us an email at btcoffer@lenovopromo.net or contact us at 1800 3000 9990(toll free) or 080-39534757

25. I have purchased a machine under Lenovo Back to College Offer today 15th September, 2016, how can I redeem this offer as today is the last day of this offer?

Ans: To avail this offer it would be advisable to upload the documents on the same day. Also you can courier the documents before 18th September, 2016.

26. Can I use these offers for my business purposes (SMB/REL)?

Ans: These offer are NOT valid for any organizational purchases, educational institutes or special price clearance cases and also not valid for purchases made by company's Business Partners, National Distributors or company's Employees, neither for them not for any of their relatives.

27. My BUSINESS PARTNER has got an offer running that allows me to get free accessories. Can I club this with this offer?

Ans: This offer cannot be clubbed with any other end-customer offer run by Lenovo during same / earlier period.

28. Can I register for Back to College offer after 2 months?

Ans: You will have to register for the offer on or before 18th September, 2016 which is the last day to register to avail this offer.

29. Whom do I contact, if my issue is not resolved on Back to College offer?

Ans: For Escalations / information please contact 080-39534757 – (during business days between 9.30 am to 6.00 pm) or email us at btcoffer@lenovopromo.net

30. What are the MTM criteria of the machines that are eligible to avail Back to College Offer?

Ans: If you buy a machine within India that is manufactured on or after 2015/07/01 (YYYY/MM/DD) then you are eligible to avail this offer. (Applicable only on Select MTM numbers)

31. Are Laptops purchased online eligible to avail Back to College Offer?

Ans. The below are the Authorized Online retailers

- Flipkart India Pvt Ltd
 - Office Shop Pvt Ltd
 - DBM Marketing India Pvt Ltd
 - Amiable Electronics Pvt Ltd
 - Salora International Limited
 - Cludtail India Pvt Ltd
 - TTL Infotec Pvt Ltd
 - Spark Technologies
 - Arihant Infocom
 - Sunstrike Telecom Pvt Ltd
 - Tirupati Biz Link LLP
 - GX Technology
 - Laptech Solutions Pvt. Ltd.
 - Green Mobiles
 - Olympia Industries Ltd
 - Whizcomp India
 - Net Distribution Services Limited (NDSL) / Lenovo Do Store
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