

## LENOVO FESTIVE OFFER

**1. What is the name of this offer/campaign?**

Ans: Lenovo Festive Offer

**2. What is included in the Lenovo Festive Offer?**

Ans: This Offer includes:

<b>Premium Range</b>		
Lenovo ideapad 500/ Yoga 500 ( 6th Generation Core i5 & i7 based products) (Applicable On Selected MTM's)	Lenovo (Ideapad 510/ Ideapad 710s/ Ideapad 510s/ Yoga 510 / Yoga 710/ Yoga 900) - 7th Generation Core i5 & Core i7 CPU based products (Applicable On Selected MTM's)	AIO & Traditional Desktops (Applicable On Selected MTM's)
2 Year Additional Warranty + 2 Year Additional ADP @999	2 Year Additional Warranty + 2 Year Additional ADP - FREE (Redemption based)	Lenovo M0520 speaker+ Lenovo P950 headset @ 699
Lenovo M0520 speaker+ Lenovo P950 headset @ 699	Lenovo M0520 speaker+ Lenovo P950 headset @ 699	
Lenovo 500 BT speaker @ 1299	Lenovo 500 BT speaker @ 1299	Lenovo 500 BT speaker @ 1299
Lenovo 1 TB HDD @ 2799	Lenovo 1 TB HDD @ 2799	Lenovo 1 TB HDD @ 2799
Lenovo 2 TB HDD @ 3999	Lenovo 2 TB HDD @ 3999	Lenovo 2 TB HDD @ 3999
Power Bank 10000 mAH @ 599	Power Bank 10000 mAH @ 599	
Y series Armoured Gaming Premium backpack @ 1099	Y series Armoured Gaming Premium backpack @ 1099	Power Bank 10000 mAH @ 599
Gaming Gear + Lenovo Y Armoured Backpack @ 2999	Gaming Gear + Lenovo Y Armoured Backpack @ 2999	

Note: Above mentioned offer is applicable only on Mainstream Range Products (applicable for selected MTM numbers only)

<b>Mainstream Range</b>	
<b>Lenovo G 5080/ ideapad 300/ ideapad 310/ ideapad 500s/Yoga 500(i3) (Applicable On Selected MTM's)</b>	<b>AIO &amp; Traditional Desktops (Applicable On Selected MTM's)</b>
2 Year Additional Warranty + 2 Year Additional ADP @ 999	Lenovo M0520 speaker+ Lenovo P950 headset @ 699
Lenovo M0520 speaker+ Lenovo P950 headset @ 699	
Lenovo 500 BT speaker @ 1299	Lenovo 500 BT speaker @ 1299
Lenovo 1 TB HDD @ 2799	Lenovo 1 TB HDD @ 2799
Lenovo 2 TB HDD @ 3999	Lenovo 2 TB HDD @ 3999
Power Bank 10000 mAH @ 599	Power Bank 10000 mAH @ 599
Y series Armoured Gaming Premium backpack @ 1099	

Note: Above mentioned offer is applicable only on Mainstream Range Products (applicable for selected MTM numbers only)

Entry Range	
Lenovo ideapad 100/ ideapad 110/ G 5080 (i3 dos)/ Yoga 300 (Applicable On Selected MTM's)	AIO & Traditional Desktops (Applicable On Selected MTM's)
1 Year Additional Warranty + 1 Year Additional ADP @ 999	Lenovo M0520 speaker+ Lenovo P950 headset @ 699
Lenovo M0520 speaker+ Lenovo P950 headset @ 699	
Lenovo 500 BT speaker @ 1299	Lenovo 500 BT speaker @ 1299
Lenovo 1 TB HDD @ 2799	Lenovo 1 TB HDD @ 2799
Lenovo 2 TB HDD @ 3999	Lenovo 2 TB HDD @ 3999
Power Bank 10000 mAH @ 599	Power Bank 10000 mAH @ 599
Y series Armoured Gaming Premium backpack @ 1099	

Note: Above mentioned offer is applicable only on Entry Range Products (applicable for selected MTM numbers only)

### 3. What gets covered under Lenovo Festive 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 Lenovo Festive Offer terms?

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. 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. This Offer is valid till what period?**

Ans: The Offer is applicable only on purchases made during the offer period **September 20th, 2016 to November 6<sup>th</sup>, 2016**. However online registrations are open till **November 9<sup>th</sup>, 2016** for any purchases made within the offer period.

**6. What are the timelines of the Validation process?**

Ans : Below are the timelines for the validation process.

- Kestone to validate the registration and update the customers about the status of the registration (Valid / Invalid / WIP ) within 7 business days of registration
- 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.
- The warranty extension certificate is emailed to the customer within 7 business days of receiving the payment

**7. Who is eligible for this Offer?**

Ans: Any customer who purchases “Lenovo Notebooks, Lenovo Traditional Desktops, and Lenovo All-In-One machines”(applicable on select products) during offer period starting **September 20th, 2016 to November 6<sup>th</sup>, 2016** are eligible to avail this offer. It is important to note that the online registrations are open till **November 9<sup>th</sup>, 2016** for all purchases made within the above mentioned offer period. Any registration after of **November 9<sup>th</sup>, 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: This offer is 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 within 7 days from the date of registration:

Kestone IMS Pvt Ltd  
C/O Lenovo Festive  
Offer 12/1, Palace Cross  
Road, Bangalore –  
560020 Phone: +91  
8039534757

**9. Can I get this offer on all Lenovo products?**

Ans: The Offer is applicable only on purchase of Lenovo Notebooks, Lenovo Traditional Desktops, and Lenovo All-In-One machines.

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

Ans: For availing Lenovo Festive Offer, eligible customers need to register on the online portal [www.lenovopromo.net](http://www.lenovopromo.net) by agreeing to the terms and conditions of the Offer.

**11. Do I need to share my documents with BUSINESS PARTNER?**

Ans: No. You can register on [www.lenovopromo.net](http://www.lenovopromo.net) with your necessary details and upload required documents yourself.

**12. Can I courier original copies?**

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

**13. 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)

**14. How do I need to make a payment to avail the extended warranty?**

Ans: Payment can be made via DD or Online. Payment via DD should be made by drawing it in the favor of “Kestone Integrated Marketing Services Pvt Ltd”. The DD should be couriered to the below address:

Program Manager,  
Lenovo Festive Offer  
Kestone Integrated Marketing Services Pvt Ltd  
C/O, Lenovo Festive Offer,  
12/1, Palace Cross Road,  
Bangalore – 560020  
Ph: +91 80 39534757

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

**15. 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 moved to invalid category.

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

Ans: Customer will be e-mailed Warranty Certificate within 7 business days and Couriered the gifts within 21 business days of payment receipt subject to availability of stock.

**17. What information is required to register on [www.lenovopromo.net](http://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 or Laptop base sticker image – Machine series (Type), Serial Number & MTM Number (mandatory)
- (c) Contact details (including address, phone number and valid email id)
- (d) Store Name and Location from where the product has been purchased

**18. 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.

**19. 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 of stock.

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

Ans: You can contact our customer support at +91 080 39534757 (During business days between 9:30 AM to 6:00 PM except on public holidays).

**21. What will be the email Id where one can raise the concerns if any?**

Ans: For any queries please send us an email at [festiveoffer@lenovopromo.net](mailto:festiveoffer@lenovopromo.net) or contact us at +91 080 39534757 (During business days between 9:30 AM to 6:00 PM except on public holidays).

**22. Can I use this offer for my business purposes (SMB/REL)?**

Ans: This offer is 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 or for any of their relatives.

**23. 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.

**24. Can I register for this offer after one or 2 months?**

Ans: You will have to register for the offer on or before **9<sup>th</sup> of November 2016** which is the last day to register to avail this offer.

**25. Are products purchased online eligible to avail the 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
- Cloudtail 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
- Photronics

**26. What are the MTM criteria of the machines that are eligible to avail the 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 the offer.

**27. Whom do I contact, if my issue is not resolved on this offer?**

Ans: For Escalations / information, please drop an email at [festiveoffer@lenovopromo.net](mailto:festiveoffer@lenovopromo.net) or contact us at +91 080 39534757 (During business days between 9:30 AM to 6:00 PM except on public holidays).