

LENOVO “GANESHA FESTIVAL OFFERS” TERMS & CONDITIONS

These terms & conditions apply to all the Lenovo Offers (“the Offer”) by Lenovo India Pvt. Ltd. (“Lenovo” or “the Company”) to its end customer (“the customer”, “you”, “your”).

Please Read & Understand the Terms & conditions given below:

1. To avail these offers, eligible customers need to register on the online portal www.lenovopromo.net by agreeing to the terms and conditions of the offer. The website shall be open for registration only during the offer period and no further claims shall be entertained beyond the Offer Period
2. For registration, you need to provide the serial number of the machine, your contact information and also upload the scanned copy of invoice, scanned copy of serial number which can be found on the outer box of the device
3. After successful completion of the registration process, the customer receives an automated registration mail along with a ticket number. A second email intimation is sent out after validation of all documents. This includes the payment details for a valid registration, else a rejection mail is sent for invalid registrations stating the reason for rejection
4. Below is the TAT for the validation process:
 - The customer receives the warranty extension certificate within 21 days of his registration (Valid Registrations & subject to payment realisation)
 - Customers are updated about the status of the registration (Valid / Invalid / WIP) within 2 working days of registration
 - After receiving the communication stating payment details, (for valid registrations) customers make the payment online or have to send a 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 3 days to send the DD failing which he registration is cancelled.
 - Once the above case is moved from WIP to valid, the customer receives his warranty extension within 7 working days from the date the payment is received.
 - The warranty extension certificate is emailed to the customer within 7 working days of receiving the payment.
5. For Escalations, issues/information customer can contact the Customer Support help line/toll free number 1800 3000 9990 or 080-39534757 (during business days between 9:30 AM to 6:00 PM except on public holidays) or send an Email to ganeshafestival@lenovopromo.net
6. The CCI extended warranty coverage for notebooks means 2 years extended CUSTOMER CARRY IN WARRANTY. The extended warranty shall commence from date of expiry of the one year LENOVO LIMITED WARRANTY applicable for the Product and Extended ADP Means
7. The extended warranty coverage for AIOs & Desktops means 2 years extended ONSITE WARRANTY. The extended warranty shall commence from date of expiry of the one year LENOVO LIMITED WARRANTY applicable for the Product
8. CUSTOMER CARRY IN Warranty is applicable only for Notebooks
9. Onsite Warranty is applicable only for AIOS & DESKTOPS
10. The Lenovo CUSTOMER CARRY IN WARRANTY shall be governed by the terms and conditions provided along with the Product and / or available at www.lenovo.com/warranty
11. The offer is applicable on select products & MTM’s
12. Lenovo will not entertain any direct enquiries from customer towards this offer. Queries need to be routed to the company’s Authorized Business Partners from whom the product has been purchased. In case of escalations please use the above given contact co - ordinates
13. Lenovo reserves the right to verify the sale at any point whenever Lenovo considers that there is any breach of the terms & conditions. In such cases Lenovo has the right to refuse / discontinue the benefit of this Offer
14. Lenovo reserves the right to cancel, change, modify or withdraw this promotion or its term and conditions without assigning any reason or giving any prior notice
15. Customers are not bound in any manner to participate in this offer. All Products of Lenovo are also available without the Offer, at the regular prices
16. 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 including their relatives and family members
17. The customers purchased laptops from the below online retailers are only eligible to avail the Offer
 - Flipkart India Pvt.. Ltd

- Office Shop Pvt. Ltd
- DBM Marketing India Pvt. Ltd
- Amiable Electronics Pvt. Ltd
- Salora International Limited
- Cloutail 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

18. These Offers cannot be clubbed with any other end-customer offer run by Lenovo during the same / earlier period

19. No cash or credit alternatives will be offered

20. Lenovo accepts no responsibility whatsoever for any third party claims, consequential loss or indirect damage resulting from this offer. The maximum liability of Lenovo under **Ganesha Festival** Offer shall be limited to the cost of 2 years warranty upgrade pack

21. These offers are valid only till the availability of the stock of Products

22. The decision of Lenovo on any matters in relation to or arising from the Offer shall be final and binding

23. All disputes would be subject to jurisdiction of courts in Bangalore, Karnataka

24. The visuals shown as a part of the offer are only indicative and may not be the actual representation of the product

Ganesha Festival Offer Specific T&C :

1. **Ganesha Festival Offer Period: September 1, 2016 to September 18, 2016** (limited period offer). The Product needs to be purchased from Lenovo Business Partners in India within this offer period. The online registration to availing this offer needs to be completed by **September 1, 2016 to September 22, 2016** on the offer website. The Payment period is between **September 1, 2016 to September 26, 2016**.
2. The confirmation time for the warranty extension under the **Ganesha Festival** Offer would be maximum 1 week from the day of document validation.
3. To avail **Ganesha Festival** Offer the customer with valid registrations will have to make a payment of INR 1499/- OR INR 2499/- OR INR 999/- OR INR 799 OR INR 599/- .OR INR 499/- OR INR 3998/- as per the cost involved to avail the offer. Payment should be made online or through DD. DD should be drawn in favour of “Kestone Integrated Marketing Services Pvt. Ltd”
4. If a customer fails to make payment within 7 working days after the payment link is shared, then the registration is moved to Invalid status
5. The offer benefits under the **Ganesha Festival** Offer will be emailed to the customer within 7 working days of the payment receipt
6. The warranty extension & ADP certificate will be emailed to the customer within 7 days of the payment receipt
7. In case of payment through DD, the DD should be couriered to the following address within 7 days of receiving the email communication stating the payment details

Lenovo Program
Manager Kestone IMS
Pvt. Ltd
C/O **Ganesha Festival**
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

8. Customers purchasing Products of the below mentioned series which are manufactured on or after 2015/07/01 (YYYY/MM/DD) are eligible to avail the **Ganesha Festival** Offer

9. Selected series & MTMs of below products are eligible to avail **Ganesha Festival** Offer

GAMING SEGMENT (Y 700)	All Y series MTMs with 16GB & 8GB RAM
PREMIUM RANGE	Z Series, Ideapad 500 & 300 Series
ENTRY & MAINSTREAM RANGE	Ideapad 100 series, G series & Ideapad 300/ 310 series (i3& i5)
	G Series & Ideapad 300/ 310 Series (DOS Notebooks)
CONVERTIBLE	Lenovo Yoga series (Yoga 300, 500, 700 & 900)
T&L	U Series & Ideapad 500s
ALL IN ONES & TRADITIONAL DESKTOP	All in Ones (i5 & i7) & Traditional Desktops (i5 & i7)

Accidental Damage Protection Services Agreement – India

For Idea or Lenovo Branded Products (Excludes Think Branded Products)

Important Notice

Please read the following terms carefully. If you do not agree with these terms, do not use the Services or complete any registration process, and contact your seller within thirty (30) days for a refund. You agree to these terms by: (1) using or registering a Service; or (2) failing to reject these terms within thirty (30) days.

1. WHAT THIS AGREEMENT COVERS

This Accidental Damage Protection Services Agreement (“Agreement”) is the complete agreement between you and Lenovo regarding accidental damage protection (“Service”) for the products specified in your invoice or order confirmation. It supersedes and replaces any prior oral or written communications between you and Lenovo regarding the Service. Any additional or different terms in any order or written communications from you shall be void and of no effect. Service purchased under this Agreement will be provided as described in this Agreement. The Service is available in the country or region in which you purchased your product.

2. DAMAGE PROTECTION SERVICE

a. Product: The covered Product is your Idea or Lenovo branded notebook (‘notebook’) or Lenovo branded tablet (‘tablet’) (collectively referred to as ‘Product’) excluding Think branded range of product/s sold by Lenovo as identified on your invoice or the purchased product or both.

b. Scope of Service. Lenovo will, in its sole discretion, repair or replace the Product if it experiences operational or structural failures that impact the Product’s functionality resulting under normal operating conditions and handling due to: (i) liquid spills on the keyboard, (ii) unintentional bumps or drops of the Product from not more than fifteen (15) feet or five (5) meters, (iii) an electrical surge that damages the Product’s circuitry, or (iv) the failure, cracks or breakage of the integrated LCD screen.

c. Covered Product Features. This Agreement covers Product components installed in your 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 Product purchase, and other components that Lenovo includes as a standard feature with the Product. THIS AGREEMENT DOES NOT COVER: batteries, light bulbs, memory disks, wire connections, AC adapters, carrying cases or folios, stylus or digitizer pens, 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 mouse or other input/output devices, any other components not internal to the Product, optional features not installed by Lenovo at the time of Product purchase, accessories purchased in addition to the base unit, third-party products (those not bearing the Lenovo logo) even if sold by Lenovo, or any Product repaired by anyone other than Lenovo or a service provider authorized by Lenovo.

d. Coverage Period. The period of Service shall begin on the warranty start date of the covered Product. It will expire at the end of the period specified in your invoice. The coverage period terminates immediately if your Product is replaced under this Agreement.

e. Limitation of Claims. This agreement entitles you to avail a maximum of one accidental repair claim per Service policy year. Policy Period starts from the date of notebook or tablet purchase as reflected in your invoice. If your notebook or tablet Product is repaired under this Agreement during a policy year, your Product is not eligible for another repair of same or a different issue under this Agreement during the same policy year. Single replacement will be done with a configured system which is comparable to the configured system in the Product, during the lifecycle of the Product under this Service only if system is beyond economic repair. If system is replaced, you will have the option to purchase new Service coverage for that system, if desired. The coverage for the original machine ceases when a replacement is provided.

f. Waiting Period. It is recommended that Accidental Damage Protection along with notebook or tablet purchase to get maximum benefit under the policy. You may decide to buy this ADP Service within first ninety (90) days of your Product purchase. When the ADP Service is purchased subsequent to the purchase of your Product, you may not exercise your rights to Service for thirty (30) days from the purchase date of the Service. Lenovo reserves the right to inspect your Product prior to agreeing to provide Service, when Service is purchased subsequent to the purchase of your Product.

g. Obtaining Service. To obtain the Service, contact Lenovo or a Lenovo-authorized service provider (each a "Service Provider") as specified on Lenovo website. You must follow the problem determination and resolution procedures specified by the Service Provider. The Service Provider may attempt to diagnose and resolve your problem by telephone, e-mail or remote assistance.

Some problems with your Product may be resolved with a replacement part that you install yourself called a "Customer Replaceable Unit" or "CRU." If so, the Service Provider will ship the CRU to you for you to install. CRUs that are easily installed by you are called "Self-service CRUs". "Optional-service CRUs" are CRUs that may require some technical skill and tools. Installation of Self-service CRUs is your responsibility. You may request that a Service Provider install Optional-service CRUs. There may be additional charges for installation of a Self-service CRU. If the problem with your Product cannot be resolved over the telephone or by the installation of a CRU, the Service Provider will arrange for Service as described below.

If you are entitled to On-site warranty service under the Limited Lenovo Warranty, and the Service Provider determines your Product can be repaired at your location, then the Service Provider will repair or exchange your product at your location. Service is available during normal business hours, Monday through Friday, excluding holidays. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to the service center at its expense and provide an acknowledgement of the same to you.

If you are not entitled to On-site warranty service under the Lenovo Limited Warranty, or your Product cannot be repaired at your location, your Product will be repaired or exchanged at a service center. You are responsible for disconnecting your Product and packing it in the provided shipping container to return your Product to the designated service center. You must collect the Product after repair from the service centre. If you fail to collect the product within thirty (30) days, the Service Provider may dispose of the product as it sees fit, with no liability to you.

You must (i) provide the Service Provider with sufficient, free, and safe access to your facilities to perform Service; (ii) remove all data, including confidential information, proprietary information and personal and/or sensitive information, from your Product or, if you are unable to remove any such information, modify the information to prevent its access by another party or so that it is not personal and/or sensitive data under applicable law; (iii) remove all features, parts, options, alterations, and attachments not covered by Service; (iv) ensure that your Product or part is free of any legal restrictions that prevent its replacement; and (v) if you are not the owner of a Product or part, obtain authorization from the owner for the Service Provider to provide Service.

When Service involves the replacement of your Product or a part, the replaced Product or part becomes Lenovo's property and the replacement Product or part becomes your property. You must return the replaced Product or part as designated by the Service Provider. The replacement Product or part provided by Lenovo may not be new, but it will be in good working order and at least functionally equivalent to the original product or part.

3. WHAT THIS AGREEMENT DOES NOT COVER

This Agreement does not cover:

- (i) Normal wear and tear of the Product;
- (ii) Parts intended to be replaced or consumed (e.g., batteries), or those components listed in Section 2.c of this document, or cosmetic damage (e.g, scratches, dents, or cracks that do not affect the Product's functionality or structural integrity);
- (iii) Damage from abuse, misuse, unauthorized modification, unsuitable physical or operating environment, tampering, improper maintenance by anyone other than Lenovo authorized service providers, removal of original parts or alteration of a Product or identification labels;
- (iv) Damage caused by a product not covered under this Agreement or caused by biohazards or human or animal bodily fluids; or
- (v) Theft, loss or damage due to road accident, fire, rain, flood or natural disaster, war, terrorism, or acts of God.

4. PAYMENT

Payment must be received by Lenovo in advance of providing Service. If you do not register with Lenovo, you will be required to provide your proof of purchase as evidence of your entitlement to Service. You are responsible for any taxes related to Service.

5. WARRANTY

Lenovo warrants that Services will be performed using reasonable care and skill.

THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

6. LIMITATION OF LIABILITY

UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, SHALL LENOVO, ITS AFFILIATES, SUPPLIERS, CONTRACTORS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA; 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF LENOVO, ITS AFFILIATES, SUPPLIERS, CONTRACTORS, RESELLERS OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES AND NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT. THE FOREGOING LIMITATIONS DO NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH LENOVO IS LIABLE UNDER LAW.

7. GENERAL

Any information exchanged between us is not confidential or proprietary, including any information you disclose over the phone or electronically.

Lenovo and our related companies may process, store and use information about your transaction and your contact information, including name, phone numbers, address, and e-mail addresses, to process and fulfil your transaction. We may also contact you to notify you about any product recall, safety issue or service actions. Where permissible under local law, we may use this information to inquire about your satisfaction with our products or services or to provide you with information about other products and services. You may decline to receive any further such communications from us at any time. In accomplishing these purposes, we may transfer your information to any country where we do business; we may provide it to entities acting on our behalf; or we may disclose it where required by law. We will not; however, sell or otherwise transfer personally identifiable information you provide to any third parties for their own direct marketing use without your consent.

If any provision of this Agreement is deemed unenforceable or void, the remaining provisions shall remain in effect.

Nothing in this Agreement affects any statutory rights of consumers that cannot be waived or limited by contract.

Each of us grants the other only the rights specified in this Agreement. No other license or rights (including license or rights under patents) are granted by either of us to the other. Neither of us grants the other the right to use its trademarks, trade names, or other designations in any promotion or publication without prior written consent.

Neither of us will bring a legal action arising out of or related to this Agreement or Service more than two years after the cause of action arose unless otherwise provided by applicable law without the possibility of waiver by contract.

Neither of us is responsible for failure to fulfil obligations due to causes beyond their control including but not limited to Product Obsolescence.

Either of us may communicate with the other by electronic means and such communication deemed to be in writing to the extent permissible under applicable law. An identification code contained in an electronic document shall be sufficient to verify the sender's identity and the authenticity of the document.

A third party who is not a party to this Agreement cannot claim under this Agreement.

Each of us will comply with any laws and regulations that are applicable to this Agreement.

Neither of us may assign this Agreement, in whole or in part, without the prior written consent of the other. Any attempt to do so is void. Neither of us will unreasonably withhold such consent. The assignment of this Agreement by either of us to an affiliate or to our successor organization by merger or acquisition does not require the consent of the other. Lenovo may also assign its rights to payments under this Agreement without your consent.

Any terms which by their nature extend beyond the termination of this Agreement remain in effect until fulfilled and shall apply to our respective successors and assigns.

Both you and Lenovo consent to the application of the laws of India to govern, interpret, and enforce our respective rights, duties, and obligations under or relating to this Agreement, without regard to conflict of law principles. The parties agree that any action to enforce any provision of this Agreement or arising out of or based upon this Agreement shall be brought within the jurisdiction of Bangalore, Karnataka, India only. The United Nations Convention on Contracts for the International Sale of Goods shall not apply.