

Lenovo Super Sadhya - Offer

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

Ans: Super Sadhya - Offer

2. What is included in the Super Sadhya Offer?

Ans: This Offer is applicable on purchase of Lenovo Notebooks only which includes 2 Year Additional Warranty & 2 Year Additional ADP Warranty (Customer Carry in Warranty only) warranty worth up to Rs 4499/-

Offer Benefits	Series & MTM Number
2 Year Additional Warranty & 2 Year Additional ADP Warranty @ INR 199/-	(G50- 80 = 80E502Q3IH, 80E502Q8IH & 80E503CBIH), (Ideapad 110 = 80T70015IH 80MJ00QPIH) & (Ideapad 100 = 80QQ00QQIH)

2. Applicable Series/MTM Numbers:

- G50-80 (80E502Q3IH, 80E502Q8IH & 80E503CBIH)
- Ideapad 110 (80T70015IH & 80MJ00QPIH)
- Ideapad 100 (80QQ00QQIH)

3. What gets covered under Super Sadhya 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 Super Sadhya 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 i.e. 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 Laptops (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 Laptops 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 offer?

Ans: The offer is valid only on purchases made during the offer period (**August 8, 2016 – September 15, 2016**). However online registrations are open till **September 18, 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.

- Customer receives his/her warranty extension certificate within 21 days of his registration once the payment is received (valid registrations)
- Kestone to validate the registration and update the customers about the status of the registration (Valid / Invalid / WIP) within 3 working days of registration

7. Who is eligible for this Offer?

Ans: Any customer who purchases Lenovo Laptops from the State of Kerala (applicable on selected MTM numbers) during offer period starting **August 8, 2016 – September 15, 2016**, are eligible to avail this offer. It is important to note that the online registrations are open till **September 18, 2016** for all purchases made within the above mentioned offer period. Any registration after **September 18, 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 needs to be completed during the offer period to avail this offer 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) should be received to the following address within 14 days of registration to ensure timely delivery of the certificate.

Lenovo Program Manager

Kestone IMS Pvt Ltd

C/O Lenovo Sadhya Offer

12/1, Palace Cross Road,

Bangalore – 560020

Phone: 080 – 39534757

9. Will I get this warranty offer through the Business Partner?

Ans: Online registration at www.lenovopromo.net will allow you to avail this offer for additional 2 Year Additional Warranty & 2 Year Additional ADP Warranty (Customer Carry in Warranty only).

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

Ans: Yes!

- Pay Rs. 199/- 2 Year Additional Warranty & 2 Year Additional ADP Warranty Rs 4499/-

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

Ans: The Offer is applicable only on purchase of Lenovo Laptops (applicable on selected MTM numbers Only) during offer period starting **August 8, 2016 – September 15, 2016**.

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

Ans: To avail the **Super Sadhya Offer**, eligible customers need to register on the online portal www.lenovopromo.net, need to click on register here button on **Super Sadhya Offer** 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 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 long will it take to receive the Promo via email / Courier?

Ans: After the documents submitted are verified and found to be accurate, customer will receive payment link mail. After receiving the payment of INR 199/- with reference to selected models - we will e-mail the warranty certificate within 14 working days.

17. 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) Machine’s base sticker image - Customer can also upload the machine’s 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

18. 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.

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

Ans: You can contact our customer support at 080 – 39534757 (Except on Public Holidays between 9:30 AM to 6:00 PM).

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

Ans: For any queries please send us an email at supersadhya@lenovopromo.net or contact us at 080 – 39534757 (Except on Public Holidays between 9:30 AM – 6:00 PM).

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, neither for them not 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. 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.

25. Can I register for this offer after 2 months?

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

26. Are Laptops purchased online eligible to avail the offer?

Ans. The below are the Authorized Online retailers

- Ø Flipkart India Pvt Ltd(WS Retail)
- Ø Office Shop Pvt Ltd
- Ø DBM Marketing India Pvt Ltd
- Ø Amiable Electronics Pvt Ltd
- Ø Salora International Limited
- Ø Cloudtail India Pvt.Ltd
- Ø TTL Infotec Pvt Ltd
- Ø Spark Technologies
- Ø Arihant Infocom
- Ø Sunstrike Telecom Pvt Ltd
- Ø Tirupati Biz Link LLP
- Ø C Store
- Ø GX Technology
- Ø Laptech Solutions Pvt. Ltd.
- Ø Net Distribution Services Pvt. Ltd

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

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