

Lenovo Super Sadhya Offer – Terms & Conditions

These terms & conditions apply to the Lenovo “**Super Sadhya Offer**” (“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) The Super Sadhya Offer upgrades the warranty to 3 years (2 Year Additional Warranty & 2 Year Additional ADP Warranty) warranty worth Rs 4499/- for just INR 199/-. Applicable only on purchase of Lenovo laptop from the State of Kerala (for selected MTM numbers only) during the Offer Period. Offer Period **August 8, 2016 – September 15, 2016** (limited period offer). The Product needs to be purchased from Lenovo Business Partners in India within this offer period. The online registration for the extended warranty needs to be completed by **September 18, 2016** on the offer website. Also Payment should receive by **September 25, 2016**
- 2) The extended warranty coverage means 2 Year Additional Warranty & 2 Year Additional ADP Warranty **CUSTOMER CARRY IN WARRANTY**. The extended warranty shall commence from date of expiry of the one year LENOVO LIMITED WARRANTY applicable for the Product.
- 3) The Lenovo CARRY IN WARRANTY shall be governed by the terms and conditions provided along with the Product and / or available at www.lenovo.com/warranty.
- 4) The offer is applicable on selected products & MTM’s.
- 5) 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.
- 6) To availing this offer 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.
- 7) 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.
- 8) 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. If the documents submitted are not meeting the criteria a rejection mail is sent stating the reason for rejection.
- 9) Below is the TAT for the validation process.
 - The customer receives his warranty Extension Certificate within 21 days of his registration (Valid Registrations)
 - Customers are updated about the status of the registration (Valid / Invalid / WIP) within 3 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/Online payment within the next 14working days.
 - If the DD/Online payment is not received within 14 days the case is moved to Invalid.
 - Once the above case is moved from WIP to valid, the customer receives his/her warranty extension certificate within 2 weeks from the date the payment is received.
- 10) For Escalations, issues/information customer can contact the Customer Support help line 080 - 39534757(during business days between 9:30 AM to 6:00 PM except on public holidays) or send an Email to supersadhya@lenovopromo.net

- 11) The confirmation time for the warranty extension under the 2 Year Additional Warranty & 2 Year Additional ADP Warranty Offer would be maximum 3 weeks from the day of document validation.
- 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) This Offer cannot be clubbed with any other end-customer offer run by Lenovo during the same / earlier period.
- 18) No cash or credit alternatives will be offered.
- 19) 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 **Super Sadhya Offer** shall be limited to the cost of 2 Year Additional Warranty & 2 Year Additional ADP Warranty upgrade pack.
- 20) This offer is valid only till the availability of the stock of Products.
- 21) The decision of Lenovo on any matters in relation to or arising from the offer shall be final and binding.
- 22) All disputes would be subject to jurisdiction of courts in Bangalore, Karnataka.
- 23) The warranty extension under the above scenario will be emailed to the customer within 21 days from the date of validation.
- 24) The documents 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 Super Sadhya Offer

12/1, Palace Cross Road,

Bangalore – 560020

Phone: 080 - 39534757

It is important to note that the customer must mention his Ticket Number while sending the documents/DD through courier.

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

26) 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 Cludtail India Pvt.Ltd
- Ø TTL Infotec Pvt Ltd
- Ø Spark Technologies
- Ø Arihant Infocom
- Ø Sunstrike Telecom Pvt Ltd

- ∅ Tirupati Biz Link LLP
- ∅ C Store
- ∅ GX Technology
- ∅ Laptech Solutions Pvt. Ltd.
- ∅ Net Distribution Services Pvt. Ltd