

Lenovo Stellar Data Recovery Offer – FAQ

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

Ans: Lenovo Stellar Data Recovery Offer

2. On which products is this Offer applicable?

Ans: This Offer is applicable for consumer customers on purchase of Lenovo Think / Idea branded Windows or DOS supported Notebooks, Desktops, AIO and Tablets

3. What is the duration of this offer?

Ans: The offer is valid only on Lenovo products purchased during the offer period (1st May 2016 to 31st December 2016). However online registrations are open till 15th January 2017 for any purchases made within the offer period.

4. What is the Validation process for the offer?

Ans: Below is the validation process:

- Customer submits the offer participation request on the offer portal
- Customer receives the confirmation mail along with Ticket number
- Kestone IMS Pvt. Ltd. validates the registration and sends update to customer about the status of the registration within 3 working days
- Kestone IMS Pvt. Ltd. to share the payment link to customer if a ticket is valid under the offer
- After realization of payment, customer will receive Software Download link and Product Activation Key on the registered email ID of consumer

7. Who is eligible for this Offer?

Ans: Any individual customer who purchases Lenovo Windows and DOS – Notebooks, Desktops, AIO and Tablets during offer period starting 1st May 2016 to 31st December 2016 are eligible to avail this offer. It is important to note that the online registrations are open till 15th January 2017 for all purchases made within the above mentioned offer period. Any registration after 15th January 2017 will not be eligible to avail the offer. Also the Lenovo 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 on the following address within 14 days of registration

Lenovo Program Manager

Kestone IMS Pvt Ltd

C/O Lenovo Stellar Offer

12/1, Palace Cross Road,

Bangalore – 560020

Phone: 080 – 39534757

10. Do I have to pay anything to avail the offer?

Ans: Software key is provided for Free. However, customer needs to pay Rs. 999/- towards Processing and Handling Charges to Get activation key for Stellar Phoenix Windows Data Recovery – Professional Edition worth:

Rs.7,976. Software to be downloaded from Stellar Website Link shared along with the Product Activation Key email. No Physical Media available.

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

Ans: To avail the offer, eligible customers need to register on the online portal www.lenovopromo.net, need to click on register here button on **Lenovo Stellar Data Recovery Offer** by agreeing to the terms and conditions of the offer.

12. 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.

13. Can I courier original copies?

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

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

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

15. How long will it take to receive the Promo via email?

Ans: After the documents submitted are verified and found to be valid, customer will receive payment link via email on registered email ID only. After receiving the payment link of INR 999/- with reference to selected models - we will e-mail the activation key within 2 working days. Activation Key will not be shipped on physical paper copy.

16. 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 no.
- (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

17. 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.

18. 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).

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

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

20. Where should I contact for support on Stellar Software?

Ans: For any software support, customer to contact Stellar Information Technology Pvt. Ltd. through email and chat only.

Contact Stellar Software through Email at support@stellarinfo.com

Contact Stellar Chat Support available on <https://www.stellarinfo.com/support>

NOTE: Support is available 24 x 5 - Monday to Friday only (except public holidays)

20. Can I use this offer for my business purposes (SMB/Commercial)?

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.

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

Ans: You will have to register for the offer on or before 15th January 2017 which is the last day to register to avail this offer.

22. Whom do I contact, if my offer participation issue is not resolved?

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