

LENOVO "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 realization)
 - 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 peaceofmind@lenovopromo.net
6. 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.
7. CUSTOMER CARRY IN Warranty is applicable only for Notebooks.
8. Onsite Warranty is applicable only for AIO's & DESKTOP's.
9. 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.

10. The offer is applicable on select products & MTM's.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.
16. These Offers cannot be clubbed with any other end-customer offer run by Lenovo during the same / earlier period
17. No cash or credit alternatives will be offered.
18. 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 Back to College Offer shall be limited to the cost of 2 years warranty upgrade pack.
19. These offers are valid only till the availability of the stock of Products
20. The decision of Lenovo on any matters in relation to or arising from the Offer shall be final and binding
21. All disputes would be subject to jurisdiction of courts in Bangalore, Karnataka
22. The visuals shown as a part of the offer are only indicative and may not be the actual representation of the product.

Lenovo Peace Of Mind (TDT & AIO) Warranty Offer Specific T&C

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

Ans: **Lenovo Peace of Mind (AIO-TDT) Warranty Offer.**

2. What is included in the Lenovo Peace of Mind (AIO-TDT) Warranty Offer?

Ans: The Offer is applicable only on purchases of Lenovo Traditional Desktops & Lenovo All-In-One machines which includes 2 year additional warranty worth Rs. 4499/- for just Rs.999/-.

3. What gets covered under Lenovo Peace of Mind (AIO-TDT) Warranty Offer?

Ans: Extended Warranty Agreement covers components installed in your covered Product at the time of purchase, including central processing unit, hard disk drive, optical drive, pointing devices, 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.

Please note mouse and keyboard are not applicable for 2 year Extended Warranty & if MTM number is pre-bundled with 3 year on-site warranty benefit, additional on-site warranty will not be applicable.

4. What is not covered under Lenovo Peace of Mind (AIO-TDT) Warranty 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 viz. Keyboard, Mouse and Adapters is 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, 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. What is the duration of this offer?

Ans: The Offer is valid only for the purchases made between the offer period i.e. **from 1st of September to 30th of September 2016**. However online registrations are open till **10th October 2016** for any purchases made within the offer period. The Payment period is between **1st of September to 15th of October, 2016**.

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 working days of his registration (valid registrations)
- Kestone to validate the registration and update the customers about the status of the registration (Valid / Invalid / WIP) within 7 working days of registration
- The warranty extension certificate is emailed to the customer within 7 working days of receiving the payment
- 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.
- Once the above case is moved from WIP to valid, the customer receives his warranty extension within 2 weeks from the date the payment is received.

7. Who is eligible for this Offer?

Ans: Any customer who purchases “Lenovo Traditional Desktop” & “Lenovo All-In-One” machines (applicable on selected MTM numbers and series only) during offer period starting **1st of September to 30th of September 2016**, are eligible to avail this offer. It is important to note that the online registrations are open till **10th October 2016** for all purchases made within the above mentioned offer period. Any registration after **10th October, 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) can be couriered to the following address on or before **10th October 2016**.

Lenovo Program Manager
Kestone IMS Pvt Ltd
C/O Lenovo Peace Of Mind (TDT-AIO) Warranty 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 two years as an extended warranty.

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

Ans: Yes, customer should pay Rs.999/- to avail this offer.

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

Ans: No. This Offer is applicable only on purchase of “Lenovo Traditional Desktop” & “Lenovo All-In-One” machines (applicable on selected MTM numbers and serial numbers only) during offer period starting **1st of September to 30th of September 2016**.

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

Ans: To avail **Lenovo Peace of Mind (AIO-TDT) Warranty Offer**, eligible customers need to register in the online portal www.lenovopromo.net 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 do I need to make a payment to avail the extended warranty?

Ans: To avail the offer the customer with valid registration will have to make a payment of INR 999/-. Payment should be made through the payment gateway of the business partner or need to be DD drawn in the favor of “**Kestone Integrated Marketing Services Pvt Ltd**”. The DD should be couriered to the below address:

Lenovo Program Manager
Kestone IMS Pvt Ltd
C/O Lenovo Peace Of Mind (TDT-AIO) Warranty Offer
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.

17. What if the Customer fails to make his payment within 7 days of receiving communication specifying payment details?

Ans: If the payment/ DD 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 he registration is cancelled.

18. How long will it take to receive the Promo via email / Courier?

Ans: After the documents submitted are verified and found to be accurate, the warranty certificate will be e-mailed to the customer within 14 working days from the date of payment receipt.

19. 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.

20. What information is required to register on www.lenovopromo.net?

Ans: For registration, the following details needs to be entered in the website

- Upload Invoice Copy – which must include BUYER’s name, purchase date, machine series, serial number, MTM number & dealer’s seal and signature
- Machine Serial Number Copy – Machine series, Serial Number & MTM Number (mandatory)
- Machine’s base sticker image - Customer can also upload the machine’s base sticker image as a proof of machine serial number copy
- Contact details (including address, phone number and valid email id)
- Store Name and Location from where the product has been purchased

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

Ans: You can contact TOLL FREE number 1800 3000 9990 or call our customer support at 080-39534757 (Except on Public Holidays).

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

Ans: For any queries please send us an email at peaceofmind@lenovopromo.net or contact us at 1800 3000 9990(toll free) or 080-39534757.

23. 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.

24. 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.

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

Ans: You will have to register for the offer on or before 10th October 2016 which is the last day to register to avail this offer.

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 peaceofmind@lenovopromo.net.

27. Which are the series eligible to Lenovo Peace of Mind (AIO-TDT) Warranty Offer?

ANS: Product eligible for the offer is “Lenovo Traditional Desktops” and “Lenovo All-In-One” series only (Applicable for only selected MTM numbers only)