

## Lenovo GST Offer – FAQ

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

Ans: Lenovo GST Offer

### **2. On which products is this Offer applicable?**

Ans: The Offer is applicable only on purchase of Lenovo Notebooks/Desktops/AIO's (applicable on select products and MTM's only).

### **3. What is the duration of this offer?**

Ans: The offer is valid only on Lenovo products purchased during the offer period (1<sup>st</sup> June 2017 to 31<sup>st</sup> October 2017). However online registrations are open till 7<sup>th</sup> November 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 (if Customer selects any warranty offer)

### **7. Who is eligible for this Offer?**

Ans: Any individual customer who purchases Lenovo Windows and DOS – Notebooks during offer period starting 1<sup>st</sup> June 2017 to 31<sup>st</sup> October 2017 are eligible to avail this offer. It is important to note that the online registrations are open till 7<sup>th</sup> November 2017 for all purchases made within the above-mentioned offer period. Any registration after 7<sup>th</sup> November 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 GST Offer**

**#37, 7th cross, RMJ Mandoth towers, 2<sup>nd</sup> Floor**

**Vasanthnagar, Karnataka,**

**Bangalore 560052**

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

Ans: No, this is a free of cost which is **6 Months Subscription of MARG Accounting Package**

### **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.buyalenovo.com](http://www.buyalenovo.com), need to click on register here button on **Lenovo GST 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.buyalenovo.com](http://www.buyalenovo.com) 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 **6 Months Free Subscription of MARG Accounting Package** within 7 working days.

**16. What information is required to register on [www.buyalenovo.com](http://www.buyalenovo.com)?**

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 [gst@buyalenovo.com](mailto:gst@buyalenovo.com) or contact us at 080-39534757 (Except on Public Holidays between 10:00 AM – 6:00 PM).

**20. Where should I contact for support on GST Offer?**

Ans: For any customer support kindly call by dialing 01130969697 or give Miss Call to +91-8010312233 for any queries kindly mail to [marggst.lenovo@margcompusoft.com](mailto:marggst.lenovo@margcompusoft.com).

**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 have to register for the offer on or before 7<sup>th</sup> November 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 [gst@buyalenovo.com](mailto:gst@buyalenovo.com)

**23. How much Offers can customer avail under Lenovo GST Offer?**

Ans. End customer is allowed to redeem only one offer during the Offer 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 **2016/10/01**(YYYY/MM/DD) then you are eligible to avail the offer.

**27. Who is eligible to avail GST Offer?**

Ans. Any customer buying the products listed on redemption site will be eligible for the offer

**25. Are products purchased online eligible to avail the offer?**

Ans. The below are the Authorized Online retailers

- Retailnet/Tech Connect Retail Private Limited
- Office Shop Pvt. Ltd
- DBM Marketing India Pvt. Ltd
- Amiable Electronics Pvt. Ltd
- Salora International Limited
- Cloudtail 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
- Photronics