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## LENOVO BTS OFFER 2018

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❑ **What is the name of this offer/campaign & what are the gratifications?**

Lenovo Back to School Offer. (2 year extended onsite warranty for Rs.699, Canon printers Model MG2570S @Rs.999 and Model E470 @Rs.1499 and for Legion Y520/720 Gaming gear for Rs.499)

Series/Offer	Additional 2 Year Onsite Warranty	Canon Printer	Printer Model	Gear up game	Shoppers Stop EVG Voucher worth 3000
120s	699	999	MG2570S		1499
320/320S/Yoga 310	699	999	MG2570S		1499
520/520S/Yoga 520	999	1499	E470		1499
720S/Yoga 720/Yoga 920	999	1499	E470		1499
Legion Y520/Y720	999			499	1499

❑ **This Offer is valid till what period?**

Offer is applicable from April 1<sup>st</sup> 2018 – May 15<sup>th</sup> 2018. Last date of registration is May 17<sup>th</sup> 2018 & last date of payment is May 20<sup>th</sup> 2018.

❑ **Who is eligible for this Offer?**

The offers is applicable on select Series / Model Laptops & MTMs only, (ref: terms & conditions on [www.buyaleno.com](http://www.buyaleno.com) for more details & MTM numbers)

❑ **Is this offer applicable for purchase from anywhere in India ?**

This offer is applicable only on offline purchases only & is not applicable on notebooks purchased via unauthorized or online channels. The Canon printer offer is not applicable on purchases from Croma and Reliance Digital stores

❑ **What will be the URL of the website where I can redeem this offer?**

To avail this offer, eligible customers need to register on the online portal [www.buyaleno.com/redeem](http://www.buyaleno.com/redeem) 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.

❑ **What is the process of registration?**

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 (Type), Serial Number & MTM Number (mandatory) Contact details (including address, phone number and valid email id), Store Name and Location from where the product has been purchased. Incomplete, indecipherable or illegible information will not be considered, and registration will be deemed invalid.

You should also have a valid Govt Photo ID to participate in this campaign & claim the offer. A scanned copy of the same would be required while completing the registration process.

□ **Will I get any Case ID or Ticket Number post sending the scanned copies of the ID's?**

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.

□ **What are the timelines of the Validation process?**

Below are the timelines for the validation process.

- It would take 2- 7 business days from the date of registration, to validate the registration and update the customers about the status of the registration
- Once the registration is validated and after payment realisation the gratification will be sent across within 30 - 45 working days from the date of receipt of payment.
- For shopper stop voucher once the registration is validated and after payment realisation the gratification will be sent across within 21 working days form the date of receipt of payment.

□ **Is there any processing fee / payment applicable to redeem the offer?**

- 2 year extended onsite warranty for Rs.699 or Rs.999 Basis on the MTM's.
- Canon printers Model MG2570S @Rs.999 and Model E470 @Rs.1499
- Gaming gear for Rs.499.
- Shoppers stop EGV worth Rs.3000 @1499.

□ **How can I make payment to avail these offers?**

You can remit payment, either by way of "DD" or by "online payment" before 20<sup>th</sup> May,2018

❑ **Do I need to share my documents with BUSINESS PARTNER?**

No. You can register on [www.buyaleno.com/redeem](http://www.buyaleno.com/redeem) with your necessary details and upload required documents yourself.

❑ **Can I courier original copies?**

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

❑ **Do I need to submit hard copy of my documents to the BUSINESS PARTNER?**

This offer is completely paperless. If you are unable to send scanned copy of the documents while registering, a hard copy (duplicate/ photo copy) can be couriered to the following address within 7 days from the date of registration:

To,

Lenovo Program Manager  
C/o - Lenovo Back To School Offer  
Hash Connect Integrated Services Pvt. Ltd.  
No.5, Sri Ganesh Building, 1st Floor,  
C V Raman Hospital Road,  
Michaelpalya, Indiranagar,  
Bangalore 560038

❑ **Will I get any Case ID or Ticket Number post sending the scanned copies of the ID's?**

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.

❑ **Whom do I need to contact or what will be the email ID for any concerns or issues on this offer?**

For any queries please send us an email at [redem@buyaleno.com](mailto:redem@buyaleno.com) or contact us at 080-49064431 (During business days between 10:15 AM to 6:45 PM except on public holidays).

□ **Can I use this offer for my business purposes (SMB/REL)?**

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 or for any of their relatives.

□ **My BUSINESS PARTNER has got an offer running that allows me to get free accessories. Can I club this with this offer?**

This offer cannot be clubbed with any other end-customer offer run by Lenovo during same / earlier period.

□ **Can I register for this offer after one or 2 months?**

You will have to register for the offer on or before May 17<sup>th</sup>, 2018 which is the last day to register to avail this offer for the purchases made from April 1<sup>st</sup>, 2018 – May 15<sup>th</sup>, 2018.

□ **What are the MTM criteria of the machines that are eligible to avail the offer?**

You would be eligible to avail the offer only if the Lenovo machine is purchased from India, from a Lenovo Authorised Sales Partner & if it has a manufacturing date which is within 15 months prior from the date of purchase.

□ **Are products purchased online eligible to avail the offer?**

No. The offer is applicable only on offline authorized purchase and not on online purchase.

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THE END