
LENOVO FESTIVE OFFER -2018

1) What is the name of this offer/campaign & what are the gratifications?

The Lenovo Festive Offer 2018 upgrades Warranties as per below table

Processing Fees	3 Years Onsite Warranty (1+2 years)	3 Years Onsite Warranty+3 Years ADP + 1 Year Premium Care
Consumer Notebooks (Select Series)	999	1999
Select AIOs	99	-
Consumer AIO/TDT with Preinstalled Windows OS	499	-
Consumer AIO/TDT with DOS	799	-

2) This Offer is valid till what period?

Offer is applicable from September 1st 2018 – November 10th 2018. Last date of registration is November 12th 2018 & last date of payment is November 17th 2018.

3) Who is eligible for this Offer?

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

4) Is this offer applicable for purchase from anywhere in India ?

This offer is applicable on offline purchases only & is not applicable on purchases via unauthorized or online channels.

5) 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.buylenovo.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.

6) 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 Photo ID to participate in this campaign & claim the offer. A scanned copy of the same would be required while completing the registration process.

7) 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.

8) What are the timelines of the Validation process?

Below are the timelines for the validation process.

- o 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

- o Once the registration is validated and after payment realisation the customer receives warranty extension certificate within 11 working days from the date of receipt of payment.

9) Is there any processing fee / payment applicable to redeem the offer?

Processing Fees	3 Years Onsite Warranty (1+2 years)	3 Years Onsite Warranty+3 Years ADP + 1 Year Premium Care
Consumer Notebooks (Select Series)	999	1999
Select AIOs	99	-
Consumer AIO/TDT with Preinstalled Windows OS	499	-
Consumer AIO/TDT with DOS	799	-

10) How can I make payment to avail these offers?

You can remit payment, either by way of “online payment” or by “DD” before 17th November,2018 and send it to,

Lenovo Program Manager C/o - Lenovo Festive Offer-2018. Hash Connect Integrated Services Pvt. Ltd. No.5, Sri Ganesh Building, 1st Floor, C V Raman Hospital Road, Michaelpalya, Indiranagar, Bangalore 560038

11) Do I need to share my documents with BUSINESS PARTNER?

No. You can register on www.buyaleno.com/redeem with your necessary details and upload required documents yourself.

12) 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.

13) 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 and it will be responded within 72 hours or contact us at 080-49064431 (During business days between 09:45 AM to 6:15 PM except on public holidays).

14) 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.

15) What are the documents that I need to submit if I am purchasing in the name of firm for my personal use?

The Customer can upload the Firm Documents (Ex: Firm Pancard, GST certificate, Registration certificate)

16) 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

17) Can I register for this offer after one or 2 months?

You will have to register for the offer on or before November 12th 2018 which is the last day to register to avail this offer for the purchases made from September 1st 2018 – November 10th, 2018.

18) 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.

19) Are products purchased online eligible to avail the offer?

The offer is applicable only on offline authorized purchase and not on online purchase.

20) Which are quick reference URLs to get my answers immediately?

a) <https://buyaleno.com/ticket> - to know your registered offer status, for payment link, reason for not processing documents, for uploading revised documents, gratification despatch details and the delivery status.

b) <https://pcsupport.lenovo.com/in/en/warrantylookup> - by typing your machine serial number you can check warranty status.

THE END