

LENOVO HAPPINESS OFFER

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

Lenovo Happiness Offer, offer upgrades Warranty, as per below table

Notebook

Lenovo Happiness Offer	Processing Fee			
	3 Yr. Warranty	3 Yr. Warranty + 1 Yr premium care	3 Yr. Warranty & 3 Yr. ADP	Gaming Gear
Worth >>	₹8990/-	₹9999/-	₹14990/-	₹16990/-
L340 Gaming/Y540/Y740	₹999/-		₹2299/-	₹4999/-
S540/C340/ Yoga S940				
C340/Yoga 520/Yoga 530		₹1299/-		
Ideapad 330s/330/520/530S/S145/S340/130				

Desktop

Lenovo Happiness Offer		Processing Fee		
		3 Yr warranty	5 Yr warranty	3 Yr. Warranty + 1 Yr premium care
Worth >>		₹3599/-	₹6999/-	₹9999/-
AIO	All			₹499/-
TDT	All	₹299/-	₹999/-	

□ This Offer is valid till what period?

Offer is applicable from Nov 5th 2019 – Nov 30th 2019. Last date of registration is Jan 2nd 2020 & last date of payment is Jan 4th 2020.

□ Who is eligible for this Offer?

The offers is applicable on select Series / Model Laptops & MTMs machines (refer <https://buyalenovo.com/offerRedemption.html> for more details & MTM numbers)

□ Is this offer applicable for purchase from anywhere in India?

This offer is not applicable on product purchased via unauthorized or online channels. except for www.lenovo.com & The Product needs to be purchased from Lenovo Business Partners in India within the offer period.

□ 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 <https://buyalenovo.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(if applicable), 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.

Registration and payment terms:

1. Customer needs to upload the documents as per the details given on the website
2. Customer needs to make the payment as per the offer selected on the website
3. Lenovo will verify the documents and the purchase and approve the selected offer only after receipt of the payment
4. Incase the documents are not valid the amount received will be refunded back within 15 working days to the customer and the offer will not be activated for the said machine.
5. Incase the documents are verified and found correct the warranty will be updated for the machine within 11 working days and hardware (Incasing the offer has hardware included) will be despatched within 45 working days.

6. In case of any discrepancies in the documents submitted customer will be notified through e-mail and the customer needs to submit the correct/necessary documents within 7 working days from the date of notification.

In case the customer doesn't make the payment at the time of registration for the offer, a ticket will be generated and mailed to the customer along with the payment link. The customer can use the payment link to make the payment within 3 days from the day of receipt of the link through email.

□ Will I get any Case ID or Ticket Number post uploading 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

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

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□ How can I make payment to avail these offers?

You can remit payment, either by way of “online payment” or “DD” on or before 4th Jan, 2020 and DD need to be sent to

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

□ Do I need to share my documents with BUSINESS PARTNER?

No. You can register on <https://buvalenovo.com/redeem> with your necessary details and upload required documents yourself.

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

This offer is completely paperless.

□ 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 [redeem@buyalenovo.com](mailto:redem@buyalenovo.com) or contact us at 080-49064431 (During business days between 09:45 AM to 6:15 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.

❑ 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 Pan card, GST, certificate, Registration certificate... etc)

❑ 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 Jan 2nd, 2020 which is the last day to register to avail this offer for the purchases made from Nov 5th, 2019 – Nov 30th, 2019.

❑ What is 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 & The offer is applicable for machines purchased within 15 Months of manufacturing date and invoiced between 05th Nov, 2019 to 30th Nov, 2019 for the applicable MTMs.

❑ Are products purchased online eligible to avail the offer?

No.

□ **Which are the quick reference URLs to get my answers immediately?**

<https://buyalenovo.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.

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

THE END