
LENOVO BACK TO SCHOOL OFFER

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

Lenovo Back To School Offer upgrades Warranty and provide accessories as per below table.

□ This Offer is valid till what period?

Offer is applicable from 1st April 2023 – 31st May 2023. Last date of registration is 20th June 2023 & last date of payment is 25th June 2023.

□ Who is eligible for this Offer?

The offers is applicable on select Series / Model Laptops & MTMs machines (refer www.buyalenovo.com/redeem for more details & MTM numbers)

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

Offer is applicable on products purchased via offline, Lenovo authorized online channels and www.lenovo.com 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 www.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, 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.

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 (Incase the offer has hardware included) will be dispatched within 45 days.
6. Incase 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.
7. If we are unable to deliver the accessories to the registered customer after two attempts, we will initiate a refund.

Incase 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?

Product	Processor	Default Services	Pay 1499	Pay 1999	Pay 2999
Ideapad Slim3/ Slim1 / Chromebook	Celeron	1 Yr Warranty	-	Additional 2 Yr. Warranty + 1 Yr. Premium care + 1 Yr. Accidental Damage Protection worth 11990 @ Rs.1999	3 Yr. Warranty + 3 Yr. Accidental Damage Protection worth 19990 @ Rs.2999
Ideapad Slim 1/ Ideapad Slim3	Ci3 / Ci5/ Ryzen 3/ Ryzen 5/Celeron New*	2 Yr Warranty	Additional 1 Yr. Warranty + 1 Yr. Accidental Damage Protection Worth Rs6990 @ Rs.1499	2 Yr. Premium Care + 2 Yr Accidental Damage Protection worth 9990 @ Rs.1999	Additional 1 Yr. Warranty + 3 Yr. Premium Care +3 Yr. Accidental Damage Protection worth 19990 @ Rs.2999
Ideapad Slim5 / Flex5/ IP Gaming3	All Products	1 Yr Warranty + 1 Yr ADP+ 1 Yr premium care	-	Additional 2 Yr. Warranty + 2 Yr. Premium Care worth 8990 @ Rs.1999	Additional 2 Yr. Warranty + 2 Yr. Premium Care + 2 Yr. Accidental Damage Protection worth 19990 @ Rs.2999
Legion 5	All Products	1 Yr Warranty + 1 Yr ADP+ 1 Yr Legion Ultimate Support	-	Additional 2 Yr. Warranty + 2 Yr. Legion Ultimate Support worth 14990 @ Rs.1999	Additional 2 Yr. Warranty + 2 Yr. Legion Ultimate Support + 2 Yr. Accidental Damage Protection worth 19990 @ Rs.2999
Legion 5 Pro / Legion Slim 7	All Products	3 Yr Warranty + 1 Yr ADP + 1 Yr LUS	-	-	Additional 2 Yr. Legion Ultimate Support + 2 Yr. Accidental Damage Protection worth 12990 @ Rs.2999
(Legion 5 Pro/ Legion 7) New	All Products	3 Yr Warranty + 1 Yr ADP + 3 Yr LUS	-	-	2 Year ADP worth INR 5990 @ Rs.2999
Yoga / Slim 5 Pro	All Products	3 Yr Warranty + 1 Yr ADP + 1 Yr premium care	-	-	Additional 2 Yr. Premium Care + 2 Yr. Accidental Damage Protection worth 9990 @ Rs.2999
Yoga (New)	All Products	3 Yr Warranty + 1 Yr ADP + 3 Yr premium care	-	-	2 Year ADP worth INR 5990 @ Rs.2999

Category	Series	Offer
Premium	AIO	1 Yr Premium Care AIO worth Rs 3999 @ Rs 299
Mainstream/Entry	AIO	Additional 2 Yr. Warranty + 1 Yr. Premium care AIO Worth 11990 @ Rs 999
All Range	TDT	Additional 2 Yr. Warranty TDT @ Rs 699

Buy Accessories @ Rs. 499 Each	
Gaming PC	Lenovo M300 Gaming Mouse Or Fire Pods Ninja G311
Non-Gaming PC	Lenovo 600 BT Silent Mouse Or Fire Pods Ninja G311

❑ How can I make payment to avail these offers?

You can remit payment, either by way of “online payment” or “DD” on or before 25th June 2023 and DD need to be sent to :

Lenovo Program Manager
C/o - Lenovo Back To School Offer.
Hash Connect Integrated Services Pvt. Ltd.
No.248, 4th Floor, Samhita Plaza,
Defence Colony, Indiranagar,
CV Raman Hospital Road, Bangalore – 560038

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

No. You can register on www.buyalenovo.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 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.

❑ 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 20th June 2023 which is the last day to register to avail this offer for the purchases made from 1st April 2023 – 31st May 2023.

□ **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 Authorized Sales Partner & The offer is applicable for machines purchased within 15 Months of manufacturing date and invoiced between 1st April 2023 – 31st May 2023 for the applicable MTMs.

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

Yes. only on the purchase of authorized online partners of Lenovo.

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

<https://buyaleno.com/ticket> - to know your registered offer status, for payment link, reason for not processing documents, for uploading revised documents, gratification dispatch 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