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## LENOVO BACK TO SCHOOL OFFER

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

Lenovo Back to School Offer, offer upgrades Warranty, Goodies as per below table

Series	Processor	Redemption Offer 1	Worth	Redemption Offer 2	Worth
S340/S145/Slim3/330s/ IP330 /IP130	A6/A9/PQC/Cel/R3/Ci3 DOS & OS (Entry)	3 Year Warranty + 1 Year Premium Care @Rs.1299	11990	3 Year Warranty + 1 Year Premium Care + Sony MDR ZX310 AP @Rs.1799	13990
	Ci3-MSO/R5/Ci5/Ci7/R7 (MS + Premium)	3 Year Warranty + 1 Year Premium Care + 1 Year ADP @Rs.999	14990	3 Year Warranty + 1 Year Premium Care + 1 Year ADP + Sony MDR ZX310 AP @Rs.1399	16990
L340/Y540/C340/S540	All Processor	3 Year Warranty @Rs.699	7990	3 Year Warranty (699) + Sony MDR ZX310 AP Rs.1099	9990
C640/S940/C740/C940/S540-13	All Processor	-	-	SONY wireless headphone with Mic and Google Asst WH C510 @Rs.1499	4990
All AIO	Celeron/Pentium/Core i3	3 Year Warranty + 1 Year Premium Care @Rs.999	11990	3 Year Warranty + 1 Year Premium Care + Sony MDR ZX310 AP @Rs.1399	13990
All AIO	Core i5	1 Year Premium Care @Rs.299	3990	1 Year Premium Care + Sony MDR ZX310 AP @Rs.899	5990
All TDT		3 Year Warranty @Rs.699	7990		
All AIO & TDT	All Processor	1 year Protegent Antivirus license @Rs.149			

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

Offer is applicable from May 9<sup>th</sup> 2020 – July 10<sup>th</sup> 2020. Last date of registration is July 12<sup>th</sup> 2020 & last date of payment is July 15<sup>th</sup> 2020.

**□ Who is eligible for this Offer?**

The offer is applicable on select Series / Model Laptops & MTMs machines (refer <https://buy.lenovo.com/offerRedemption.html> 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](http://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 <https://buy.lenovo.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. In case 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. In case the documents are verified and found correct the warranty will be updated for the machine within 11 working days and hardware (In case 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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All AIO & TDT	All Processor	1 year Protegent Antivirus license @Rs.149			

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

You can remit payment, either by way of “online payment” or “DD” on or before 15<sup>th</sup> July, 2020 and DD need to be sent 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

**Note: We will not be accepting DDs as a mode of payment during lock-down.**

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

No. You can register on <https://buyaleno.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@buyaleno.com](mailto:redem@buyaleno.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 July 12<sup>th</sup>, 2020 which is the last day to register to avail this offer for the purchases made from May 9<sup>th</sup>, 2020 – July 10<sup>th</sup>, 2020.

**❑ 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 9<sup>th</sup> May, 2020 to 10<sup>th</sup> July, 2020 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://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.

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**THE END**