

## **LENOVO ALL “OFFERS” GENERIC TERMS & CONDITIONS**

These terms & conditions apply to Lenovo Back To School Offer (“the Offer”) by Lenovo India Pvt. Ltd. (“Lenovo” or “the Company”) to its end customer (“the customer”, “you”, “your”).

### **Please Read & Understand the Terms & Conditions given below:**

1. To avail this offer, eligible customers need to register on the online portal [www.buyalenovo.com](http://www.buyalenovo.com) 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
2. For registration, you need to provide the serial number of the machine, your contact information and also upload the scanned copy of invoice, scanned copy of serial number which can be found on the outer box of the device
3. After successful completion of the registration process, the customer receives an automated registration email along with a ticket number. A second email intimation is sent out after validation of all documents. This includes the payment details for a valid registration, else a rejection mail is sent for invalid registrations stating the reason for rejection
4. Below is the TAT for the validation process:
  - The customer receives the warranty extension certificate within 7 days of his registration (Subject to Validity clearance & payment realization)
  - Customers are updated about the status of the registration (Valid / Invalid / WIP) within **2 working days** post registration
  - After receiving the communication of validation and payment details (for valid registrations), customer’s needs to make the payment online or have to send a DD within the next 7 days.
  - If the DD/online payment is not received within 7 days the case is moved to WIP (work in progress). The customer is given a maximum period of another 3 days to send the DD failing which he registration is considered as invalid and hence cancelled.
  - Once the above case is moved from WIP to valid, the customer receives his warranty extension within 7 working days from the date the **payment is received**.
  - The warranty extension certificate is emailed to the customer within 7 working days of receiving the payment.
5. For Escalations, issues/information customer can contact the Customer Support help line/toll free number 1800 3000 9990 or 080-39534757 (during business days between 9:30 AM to 6:00 PM except on public holidays) or send an Email to [bts@buyalenovo.com](mailto:bts@buyalenovo.com)
6. The extended warranty coverage for Notebook is an extended Carry-in WARRANTY. The extended warranty shall commence from date of expiry of the one year LENOVO LIMITED WARRANTY applicable for the Product
7. The offer is applicable on select products & MTM’s
8. Lenovo will not entertain any direct enquiries from customer towards this offer. Queries need to be routed to the company’s Authorized Business Partners from whom the product has been purchased. In case of escalations please use the above given contact co - ordinates
9. Lenovo reserves the right to verify the sale at any point. Whenever Lenovo considers that there is any breach of the terms & conditions. In such cases Lenovo has the right to refuse / discontinue the benefit of this Offer
10. Lenovo reserves the right to cancel, change, modify or withdraw this promotion or its term and conditions without assigning any reason or giving any prior notice
11. Customers are not bound in any manner to participate in this offer. All Products of Lenovo are also available without the Offer, at the regular prices
12. 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 including their relatives and family members
13. The customers purchased laptops from the below online retailers are only eligible to avail the Offer
  - Retailnet
  - Office Shop Pvt. Ltd
  - DBM Marketing India Pvt. Ltd
  - Amiable Electronics Pvt. Ltd
  - Salora International Limited
  - Cloudtail India Pvt. Ltd

- TTL Infotec Pvt. Ltd
- Spark Technologies
- Arihant Infocom
- Sunstrike Telecom Pvt. Ltd
- Tirupati Biz Link LLP
- GX Technology
- Laptech Solutions Pvt Ltd.
- Green Mobiles
- Olympia Industries Ltd
- Whizcomp India
- Net Distribution Services Limited (NDSL) / Lenovo Do Store
- Photronics

14. These Offers cannot be clubbed with any other end-customer offer run by Lenovo during the same / earlier period

15. No cash or credit alternatives will be offered

16. Lenovo accepts no responsibility whatsoever for any third party claims, consequential loss or indirect damage resulting from this offer. The maximum liability of Lenovo under Lenovo Back to School Offer shall be limited to the cost of 2 years Additional warranty upgrade pack

17. These offers are valid only till the availability of the stock of Products

18. The decision of Lenovo on any matters in relation to or arising from the Offer shall be final and binding

19. All disputes would be subject to jurisdiction of courts in Bangalore, Karnataka

20. The visuals shown as a part of the offer are only indicative and may not be the actual representation of the product

21. Lenovo Back To School Offer is applicable only to individuals (end customers) in whose name the invoice is generated

22. Lenovo Business Partners redeeming the Promo under Lenovo Back To School Offer on behalf of End Customer is not allowed and will be rejected

23. End customer is allowed to redeem only one offer during the Offer Period.

24. 1 TB Lenovo Hard Disk Offer is applicable on selected MTM numbers.

## **Lenovo Back To School Offer Terms and Conditions :**

1 The Lenovo Back to School Offer upgrades warranty, provide ADP & Goodies as per below table:

2. **Lenovo Back to School Offer Period:** Is applicable for purchases made between **April 5<sup>th</sup> 2017 – 15<sup>th</sup> May, 2017** (limited period offer). The Product needs to be purchased from Lenovo Business Partners in India within this offer period. The online registration to availing this offer needs to be completed by **May 22<sup>nd</sup>, 2017** on the offer website. The Payment period is between **April 5<sup>th</sup> 2017 to May 29<sup>th</sup>, 2017**.

3. The confirmation time for the warranty extension under the 'Lenovo Back to School Offer' would be maximum 1 week from the day of document validation

4. To avail Lenovo Back to School Offer, the customer with valid registrations will have to make applicable payment as per the offer. Payment should be made online or through DD. DD should be drawn in favor of "Kestone Integrated Marketing Services Pvt. Ltd"

5. If customer fails to make payment within 7 working days after the payment link is shared, then the registration is moved to Invalid status

6. In case of payment through DD, the DD should be couriered to the following address within 7 days of receiving the email communication stating the payment details

To,  
Lenovo Program Manager  
C/o - Lenovo Back to School Offer  
Kestone IMS Pvt. Ltd  
12/1, Palace Cross Road,  
Bangalore – 560020  
Phone: 080-39534757

It is important to note that the customer must mention the Ticket Number, Serial Number and Mobile Number behind the DD

7. Customers purchasing Products of the below mentioned series which are manufactured on or after 2016/10/01 (YYYY/MM/DD) are eligible to avail the Lenovo Back to School Offer

8. Selected series & MTMs of below products are eligible to avail Lenovo Back To School Offer:

Segment	Gift Type	Gift Rate
Entry	2 Year Additional Onsite Warranty @ 1499	1499
Mainstream	2 Year Additional Onsite Warranty 1 TB Lenovo Hard Disk @ 499	499
	2 Year Additional Onsite Warranty @ 499	499
	2 Year Additional Onsite Warranty @ 999	999
Premium	2 Year Additional Onsite Warranty 1 TB Lenovo Hard Disk @ 499	499
	2 Year Additional Onsite Warranty Gaming Gear @ 999	999
	2 Year Additional Onsite Warranty @ 499	499
	2 Year Additional Onsite Warranty @ 999	999
	Gaming Gear @ 999	999

9. Additional 2 Year Onsite Warranty + 1TB Hard Drive @ 499 Offer applicable only on below MTM numbers.

- Yoga 510 – i3 OS Office - 80VB00ACIH/80VB00ADIH
- IP 310 – i3 OS Gfx - 80SM01KFIH/80SM01F8IH/80SM01KEIH/80SM01KGIH/80SM01LXIH/80SM01XLIH
- IP 510 – Core i7 - 80SV00FFIH/80SV00FEIH/80SV00Y1IH/80SV00Y3IH

10. No additional warranty offer applicable on MTM 80NV00THIH & 80Q000E3IH as both models comes with 3 year onsite warranty hard bundled