

# Get complete peace of mind.

With a wide range of warranty offers on HP Desktops.



keep reinventing

**Buy any HP Tower Desktop with DOS**

Get Additional 2 years onsite warranty at just ₹499\*

**Buy any HP All-in-One Desktop with DOS**

Get Additional 2 years onsite warranty at just ₹499\*

**Buy any HP All-in-One or Tower Desktop with Windows 10**

Get Additional 2 years onsite warranty at just ₹299\*

For more details, visit: [www.redeemnow.in/desktopwarranty](http://www.redeemnow.in/desktopwarranty)

\*Valid on select HP Tower & AIO Desktops. T&C apply.

## Additional 2 year Onsite Warranty



- Select HP Consumer desktops come with 1 year default onsite warranty. This offer is for additional 2 years onsite warranty. So customers will get total 3 years onsite warranty.
- The warranty certificate will be emailed to customer's registered email id. There will be no hard copy of the same. Customers need to carry a printout of this warranty certificate and invoice copy to HP authorized service centers.
- This offer not applicable on Hard bundle 3 Years warranty models

## Terms and conditions of the offer

- This offer is ONLY valid for end customer purchase made between 18<sup>th</sup> May 2019 and 16<sup>th</sup> June 2019.
- This offer is only applicable in case of purchase via over the Counter Sale through HP Authorized Resellers. If customer purchase HP Desktop from HP Online store ([www.hpshopping.in](http://www.hpshopping.in)) and select offer during checkout process, they need not to register their product details on this link.
- This offer is valid on select SKUs of HP Tower Desktop and HP AIO Desktop, any model that is not a part of eligible SKU list, will not be considered under this offer. Please check with your retailer about validity of the offer on your purchase. HP will not be responsible for any miscommunication in this regard.
- The serial number of the Desktop and the Redemption Code you get on registering at offer registration page will be used to check validity of the offer.
- Customer needs to register within 15 days from the date of Purchase of Desktop.
- Offer Registration site will be active till 1<sup>st</sup> July 2019 (Midnight).
- HP Desktop models covered under this offer are also available without this offer.
- Please make sure that email id being provided at the time of registration on offer page, should be correct and belongs to the customer only, because all offer related communication shall be sent on this registered email ID only.
- All customer queries regarding the offer can be directed to [desktop@redeemnow.in](mailto:desktop@redeemnow.in)
- In case of any customer issues related to the offer, all attempts will be made to ensure the validity of the redemption and resolve genuine issues subject to fulfillment of terms and conditions of the offer.
- Offer claimed by online customer shall be processed and communicated through Email / SMS.
- All customer queries regarding the offer can be directed as per the following:

Email: Write to [Desktop@redeemnow.in](mailto:Desktop@redeemnow.in),

Callback: If you want to talk to our representative, send SMS REDHELP to 53030, and we will give you a callback within 24 hours

- HP shall not be held responsible for any delay in communication with regard to this offer. Offer can be withdrawn or changed by HP at any point without giving any reason whatsoever.
- To the extent permitted by law, the Customers by availing this offer agree and undertake not to hold HP and/or or any of their group entities or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses that you may/might have suffered, sustained or incurred, or claims to suffer, sustain or incur, by way of and / or on account of the present offer.

## Redemption Process

### **Purchase made through over the counter HP Authorized reseller**

Dear Customer,

- We would like to highlight some important points that need your attention while you opt for any redemption benefit/s.
- During online registration for the offer, contact person's name should be same as written on a copy of purchase invoice.
- During upload of the documents, kindly ensure that all documents are clearly visible and file size should not be more than 2 MB. at the time of registration kindly keep a scanned copy of the following documents:
  - A copy of purchase invoice,
  - A bar coded desktop serial number sticker (same can be taken from cardboard packaging of desktop).
  - A copy of your valid ID proof.
- During registration process, you will be asked to re-confirm your email ID and validate your mobile number through OTP process, so you are requested to complete this process to proceed further. Re-confirmation of email ID and Mobile number is a mandatory step to ensure that all important communications related to the offer and all your offer benefits reaches to you directly.
- Select source of purchase and dealer name, and valid SKU. Post that offers will be displayed along with offer fee, make a selection of offers based upon choice and offer amount will be shown accordingly, please check complete details before you click on Submit button. Upon successful submission of details, thank you page will open, please make a note of your redemption code, that will be a ready reference number for all future communications with redemption cell.
- Within next 72 hours of the registration, you will receive an email with preliminary approval of your redemption request. If your details are in order, you will be advised to visit a link to make the payment of offer fee. This option will be open for 10 days from the date of this email. Post successful receipt of payment, offer processing shall start and approval SMS will be shared on your registered mobile number.

As per terms of the offer, all claimed benefit/s shall be emailed on your registered Email ID within 30 days from the date of payment receipt

**Important Note:**

- If customer uploads wrong/incomplete documents at the time of online registration, then customer's claim will put on hold and he/she will have to upload the complete set of claim documents. Redemption Cell will do a maximum of 3 follow-ups through email followed by Phone calls for such cases and in absence of any response, the claim shall be marked as rejected into the system.
- If customer completes online registration by visiting to the webpage and complete registration process doing upload of Purchase Invoice copy, Bar coded desktop serial number sticker and a valid ID proof, but it is found upon the document validation that, the purchased product is not a legal product of HP India, claim for offer benefit/s shall stand rejected and no further communication will be entertained in this regard.
- If the customer completes online registration by selecting a product model or reseller name and invoice has another model or different reseller name that is not a valid partner as per the list of partners available on the webpage, in that case, customer claim shall be rejected.
- If the customer complete online registration and post validation and release of preliminary approval email to the customer, customer does not make payment on account of offer fee within 10 days from the date of preliminary approval email, offer entitlement shall stand cancelled into the system, and no further communication shall be entertained after rejection of claim.
- In case of non-receipt of payment within 10 days from the date of preliminary approval email sent, claim for redemption benefits shall stand rejected.



**Thank You**