



HP GAMERS' OFFER



1st Sept'21 to 10th Sept'21

www.redeemnow.in/hpgamersoffer

VALID ON INTEL GAMING SKUS ONLY
(PART OF INTEL GAMER DAYS)





HP GAMERS' OFFER

BOOST YOUR GRIP ON THE GAME WITH
HP GAMER'S VAULT PACK



Steam Wallet Recharge

worth ₹1 000.00



Omen Vector Mouse

worth ₹3 999.00

@ ₹ 999.00*

*Terms & Conditions apply

*Inclusive of all taxes



HP GAMERS' OFFER

GET COMPLETE PEACE OF MIND WITH

RELIANCE

GENERAL
INSURANCE



One time **screen replacement** cover

Keyboard damage cover

All Risk cover against **accidental damages**



Wet Damage Cover



Theft and Burglary Cover



Worldwide Cover



Hassle free & **easy claim process**


@ ₹ 1.00/day
only* for a
year

*Terms & Conditions apply

*Inclusive of all taxes



HP GAMERS' OFFER

CATEGORIES	GAMERS' VAULT PACK		PEACE OF MIND
MODELS	 Steam Wallet Recharge worth ₹1 000.00	 Omen Vector Mouse worth ₹3 999.00	 worth ₹1 500.00
Intel Gaming SKUs	₹ 999.00		₹ 365.00

*Terms & Conditions apply

*Inclusive of all taxes



HP GAMERS' OFFER

VALID ON FOLLOWING MODELS:

PART NUMBER	SKU NAME
2U7N5PA#ACJ	HP Pavilion Gaming Laptop 15-dk1129TX
300H5PA#ACJ	HP Pavilion Gaming Laptop 15-dk1146TX
300H7PA#ACJ	HP Pavilion Gaming Laptop 15-dk1148TX
300H8PA#ACJ	HP Pavilion Gaming Laptop 15-dk1149TX
4S122PA#ACJ	HP Pavilion Gaming Laptop 15-dk1514TX
3X8X3PA#ACJ	HP Pavilion Gaming Laptop 15-dk1509TX
49W70PA#ACJ	HP Pavilion Gaming Laptop 15-dk1511TX
183J2PA#ACJ	HP Pavilion Gaming Laptop 16-a0021TX
183L1PA#ACJ	HP Pavilion Gaming Laptop 16-a0022TX
183L2PA#ACJ	HP Pavilion Gaming Laptop 16-a0023TX
2U7M8PA#ACJ	HP Pavilion Gaming Laptop 16-a0100TX
183H1PA#ACJ	OMEN Laptop 15-ek0015TX
183H3PA#ACJ	OMEN Laptop 15-ek0017TX
3C6Q7PA#ACJ	OMEN Laptop 15-ek1016TX
3C6Q8PA#ACJ	OMEN Laptop 15-ek1017TX
48U95PA#ACJ	15-dk2100TX
471B9PA#ACJ	15-dk2012TX
4A3K5PA#ACJ	15-dk2075TX
4A3K6PA#ACJ	15-dk2076TX
4M1C2PA#ACJ	Victus 16-d0300TX
48V01PA#ACJ	Victus 16-d0003TX
4N0A3PA#ACJ	Victus 16-d0351TX
4N0G1PA#ACJ	Victus 16-d0360TX
48V03PA#ACJ	Victus 16-d0005TX
4D8E0PA#ACJ	Omen 16-b0351TX



HP GAMERS' OFFER

OFFER TERMS AND CONDITIONS

- This offer is only applicable in case of purchase via HP Online store (<https://store.hp.com/in>), Over the Counter Sale through HP Authorized Resellers, Amazon or Flipkart.
- Offer is ONLY valid for end customer purchase made from 1st Sept'21 to 10th Sept'21.
- The 'HP Gamers' Offer is valid only on select Gaming SKUs (mentioned in Slide 4)
- This offer is valid on select SKUs of HP Notebook, any series 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.
- This offer is not valid on bulk orders.
- HP Gamers' Offer is also valid to be redeemed with other select offers.
- Please ensure that you enter correct serial number of your product while doing registration in this offer. The serial number of the Notebook entered by you at www.redeemnow.in/hpgamerseoffer will be used to check validity of the offer.
- The customer needs to register within 14 days from the date of purchase of notebook.
- HP Notebook series 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, as all offer related communication shall be sent on this registered email ID only.
- All customer queries regarding the notebook offer can be directed to notebook@redeemnow.in and desktop offer to desktop@redeemnow.in
- Same email id and mobile number can be used to register for the offer redemption for only two times, If more than 2 requests are received with a single contact details, the claim for offer benefit/s shall be rejected.
- In case of any customer issues related to the offer (post online registration), a maximum of 3 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.
- 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 during the term of this program without giving any reason whatsoever.
- HP will be responsible only to the extent of standard HP warranty accompanying any of the HP Products covered under this offer.
- 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 the Customer 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.
- All disputes will be subject to Bangalore courts' jurisdiction.



HP GAMERS' OFFER

STEAM WALLET RECHARGE OFFER DETAILS

- Age must be 18 years or above;
- Must have a valid account on Steam Platform
- Once the code is redeemed, the offer is non-refundable.
- Offer valid for a limited period only.
- The promotional voucher and its redemption/applicability shall be governed by the terms of use and other applicable terms and condition present on the Steam platform and Website.
- The voucher codes can only be applied on Steam website (on desktop or mobile)
- Only one voucher can be used at a time and cannot be combined with other offers.
- The voucher is not transferable and should not be resold or redeemed for cash
- The Consumer agrees not to share or forward the link to the offer redemption page link with anyone. HP will not be responsible for any third party redeeming the Steam wallet recharge code provided to the consumer on the redemption website.
- Valve and/or HP reserves the right to modify or revoke the offer at any point in time, without any notice to you.
- The Consumer acknowledge and confirm that the consumer is aware of the nature of telecommunications/ internet services and that an email transmission may not be received properly and may be read or be known to any unauthorised persons. You agree to assume and bear all the risks involved in respect of such errors and misunderstandings and HP and Steam/ Valve shall not be responsible in any manner.
- This Offer is valid only in India.
- The Offer is open to only end consumers and not resellers.
- There will be a separate contract between the Consumer and Valve as per the policies of Valve for any action on its Steam platform in relation to Offer and HP shall not be a party to the same.
- This T&C shall be governed in accordance with the applicable laws in India. Courts at Gurgaon shall have the exclusive jurisdiction to settle any dispute that may arise under this T&C.
- Issuance of this Offer does not amount to endorsement of the products and/or services provided by Steam. HP shall not be liable for any missed services, quality, defect or deficiency in the services provided by Steam.



HP GAMERS' OFFER

STEAM WALLET RECHARGE OFFER DETAILS CONTD.

- All statutory taxes (direct or indirect, including local levies, TDS, registration fees, Insurance) on the Offer shall be payable by you. HP will not be responsible / liable for the same.
- All decisions pertaining to the redemption of this Offer are at the sole discretion of the Steam platform.
- Offer shall not be settled with cash in lieu by HP, or Steam and is not transferable.
- This Offer is valid for limited inventory only and subject to availability at the time of redemption.
- HP and/or Steam reserve the right at any time to change, modify, withdraw, extend or terminate this Offer at their discretion, without any prior notice and without any liability or obligation in this regard.
- The Consumer are not bound in any way to participate in this Offer. Any participation is voluntary, and the Offer is being made purely on a best effort basis.
- HP, Steam/Valve reserve the right to disqualify the Consumer from the offer benefits, if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the said Offer.
- HP shall not be responsible for any loss, injury or any other liability arising due to participation by any person in this Offer.
- HP shall not be responsible for the failure of redemption of the code on the Steam Platform. The consumer will need to approach the Steam platform customer care for any customer service issue arising during the redemption of this Offer
- The Consumer hereby agree to abide by the terms and conditions and privacy policy and other documents as may be applicable to him/her while accessing the redemption website and also to indemnify and keep HP, Steam, Valve harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorney's fee) that may be suffered by HP, Steam, Valve as a consequence of (i) violation of terms of this T&C and other terms of the redemption website by the consumer; (ii) violation of applicable laws; (iii) any action or inaction resulting in wilful misconduct or negligence on consumer's part.
- This document is an electronic record in terms of Information Technology Act, 2000, and the Rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.



HP GAMERS' OFFER

STEAM WALLET RECHARGE TERMS AND CONDITIONS

- Under this Offer, HP consumers will get Steam Wallet credits worth INR 1000 as a part of the subscription box purchased by the consumer for INR 999 upon redemption of the steam wallet card promo code. **Steam** is a video game digital distribution service platform by **Valve**. This offer cannot be combined with any existing Steam offer that the consumer would have availed earlier.
- In case of any contradiction between the terms and conditions provided under this Offer and those present on Steam platform, the terms and conditions of Steam platform will prevail.
- Upon claiming the steam wallet recharge code on the Website, the Consumer needs to copy the Steam code and proceed to the Steam platform for the redemption of the code.
- Click on the link provided below on the dialogue box for the redemption process. For clarity – the consumer will go to <https://store.steampowered.com/account/redeemwalletcode> for the redemption of the Steam wallet credits.
- The consumer will be solely responsible for the redemption of the code once the code is claimed on the redemption website. HP will not be responsible for the verification of the email ID against which the subscription code is consumed or the usage of the offer on steam platform. For clarity, the code will be considered consumed by the consumer once available on the Website.
- The voucher codes can only be applied on the Steam platform (on desktop or mobile) -<https://store.steampowered.com/account/redeemwalletcode>
- To use the Offer on Steam, users need to mandatorily provide all details that are required to be filled in by the consumer on the Steam Platform. This data provided on the Steam Platform will be governed by the security and data policies of Steam solely. HP will not be in receipt of any data that is provided either on the Website or on the Steam platform.
- Offer not valid on corporate Google accounts. Code can be redeemed using personal Google accounts only.
- By participating in this Offer, the consumer agrees to be bound by these Terms and Conditions
 - the Terms of Use, Privacy Policy and other relevant documentation including any modifications, alterations or updates thereof, that are published on the redemption website - redeemnow.in/hpbacktocollegeoffer
 - The Consumer shall also abide by all applicable terms and conditions available on the Steam website

HP GAMERS' OFFER

PROCESS NOTE TO REDEEM THE OFFER



Customer buys an eligible model of Notebook from HP authorized reseller, HP Online Store (<https://store.hp.com/in>), Amazon or Flipkart.

Customer to visit www.redeemnow.in/hpgamersoffer and register for availing offer benefit/s within 14 days of purchase of eligible product.

During online registration customer to complete the following:

- Fill in personal details
- Put in their Valid Email ID and Mobile Number
- Fill in product and purchase details
- Upload copies of purchase invoice, bar coded serial no. sticker, his ID proof,
- Click on "Accept" the offer terms and conditions and
- Click on "Submit"

Redemption cell shall validate all the documents and send preliminary approval email within 72 hrs. post registration

Post online registration, customer will get to see redemption code on the "Thank you" page and through email along with further steps and timelines

Preliminary approval email shall have payment link, using this link customer can make payment on account of offer fee, using net banking or debit/credit card within 10 days

Post successful payment, customer shall receive confirmation email from payment gateway i.e. EBS and merchant name TLG India Pvt. Ltd.,
Incase of incomplete payment, customer shall receive email/sms

Post successful payment receipt – Customer shall receive claimed benefit/s within maximum of 30 days
Incomplete payment – Customer shall have a window of 10 days to complete this step and avail claimed offer, else same will get rejected
Non payment – 3 follow-ups email will be shared within 10 days post preliminary approval of claim, in case of non-response, offer entitlement shall be rejected



HP GAMERS' OFFER

IMPORTANT THINGS TO NOTE

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 the 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 barcoded notebook/desktop serial number sticker (same can be taken from cardboard packaging).*
 - A copy of your valid ID proof.*
- During the 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 reach 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 single or multiple 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, a 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. Registration should be completed within 14 days of purchase of the product.*
- 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 payment link to make the payment of the offer. 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 to your registered Email ID/registered address within 30 days from the date of payment receipt.*



HP GAMERS' OFFER

OFFER ESCALATION MATRIX

Email

notebook@redeemnow.in for notebooks
desktop@redeemnow.in for desktop

Call-back

Send SMS REDHELP to 53030, and will give a callback within 24 hours, or visit to www.redeemnow.in and using Helpdesk section provide details for call back

Escalation

For escalations, customer can write to escalation@redeemnow.in

High escalation

For 4th level of escalation, customer can write to escmanager@redeemnow.in

- Offer benefit/s shall be processed and emailed on the registered email id or send to registered address within 30 days from the date of receipt of offer fee. In case of any delay in processing of the same customer will be informed through email.
- 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.



HP GAMERS' OFFER

SAFETY PACKAGE WITH

RELIANCE

GENERAL
INSURANCE

- HP Redemption Cell will get 1 year Portable Electronic Equipment Policy Insurance
- The steps to avail insurance policy will be performed by HP Redemption Cell and customers will get the Insurance policy via email policy issued for the end-customers.
- Policy cover with start after HP Redemption Cell has approved the redemption.
- Policy to be issued on the Invoice amount in the name of the end-customer by Reliance General Insurance (RGI).
- All Risk to be covered under the policy by RGI (Burglary Insurance, Theft, Destroyed/Damaged by Fire, Accidental Misfortune including Water damages and One time Screen Replacement cover)
- Compulsory policy excess to be deducted on the claim value. Excess in the policy is 5% of the claim amount subject to minimum of INR 2500/-
- HP's role will be only till getting the policy issued for the end-customer
- In case of any damage/theft of laptop, customers need to approach RGI directly for claim filing/claim handling. HP will have no role to play in claim filing/claim handling.
- In case of any dispute, HP will have no obligation/liability towards resolving the same. Customers need to settle such disputes directly with RGI.
- End-customers need to ensure that the name with which they are registering at www.redeemnow.in/hpbtc has a bank account in an Indian nationalized or private bank. This is a compulsory requirement of RGI for claim disbursement.
- Link to check RGI policy details: https://www.reliancegeneral.co.in/Downloads/Portable_Electronic_Equipment_Policy_Wording.pdf
- In case of any issues faced by end-customers in any processing the claim, they need to approach RGI service centers directly which is the sole responsibility of Reliance General Insurance.

HP GAMERS' OFFER

SAFETY PACKAGE WITH

reliance

GENERAL
INSURANCE



Claims Filing/Handling

- Claims to be intimated by the customer through RGI Call center or Online Portal immediately on discovery of loss.
- For any accidental damage loss customer to visit HP authorised service centre for repair/replacement of the affected part,
- Documents required for submission to process the claim
 - I. HP repair estimate
 - II. Invoice copy
 - III. Claim form- –Duly filled and signed
 - IV. KYC documents
 - V. NEFT documents
 - VI. Policy schedule
 - I. For theft/Burglary cases, FIR to be registered for the loss.
 - II. Non traceable report to be occupied from the Police Department
 - III. Documents required for submission to process the claim
 - I. Claim Form –Duly filled and signed
 - II. Policy schedule
 - III. Invoice Copy
 - IV. Copy of FIR
 - V. Non-Traceable report
 - VI. KYC documents
 - VII. NEFT Documents
- Claim will be settled within 7 days of the submission of all the completed documents by RGI.
- Call Center No. - 18003009

NOTE:

- Claim Filing/Handling is the sole responsibility of Reliance General Insurance.
- HP will not be responsible for the same.
- In case of any issues faced by end-customers in any of these 5 steps, they need to approach RGI service centers directly.

Claim Scenarios :

Illustration 1: A theft of laptop with invoice value of INR 40000/- will call for excess deduction of INR 2500/- from claim amount and claim payable will be INR 37500/- to the customer.

Illustration 2: Damage to screen , wherein estimate for repair is INR 15000/- approx. INR 2500/- will be deducted from the repair bill and INR 12500/- will be paid to the customer.



HP GAMERS' OFFER



1st Sept'21 to 10th Sept'21

www.redeemnow.in/hpgamersoffer

THANK YOU

