EXCLUSIVE & BEST EVER OFFER FOR **COAL INDIA EMPLOYEES!**

SPECIAL OFFER

2 YEAR EXTENDED WARRANTY

Free **2 years extended warranty**

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PROTEGENT Antivirus

3 years subscription

Offer valid 1st July 2023 – 30th April 2024

www.redeemnow.in/hpcoaloffer

HP Coal India Offer

PEACE OF MIND OFFER		2 YEAR EXTENDED WARRANTY + PROTEGENT Antivirus 3 years subscription
MODELS	**SERIES**	
Spectre	AW, EA, EF, F	Free*
Envy 14/15/16	AY, BA, BD, BF, EB, EP, EW, H, FE, FH	
Omen	B, C, K, N, CK, CM, U, WD, WF, XF, EK, EN	
Victus	D, E, FA, FB, R	
Pavilion Gaming	EC & DK	
Pavilion 13,14,15	BE, EG, BB, DV, EH, EC	
Pavilion x360	DW, DY, EK	

***Terms & Conditions apply**

***Inclusive of all taxes**

***Not valid on upfront SKUs**

***Valid on select models on redemption only.**

HP Coal India Offer

OFFER TERMS AND CONDITIONS

- *This offer is only applicable in case of purchase via HP Online store (https://store.hp.com/in) or Over the Counter Sale through selected HP Authorized Resellers. The offer is NOT valid on purchase through any other Online Portal.*
- *Offer is ONLY valid for end customer purchase made from 1st July'2023 to 30th April'2024.*
- *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.*
- *Identity Proof submitted by the customer should be Coal India Ltd. identity proof only.*
- *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/hpcoaloffer 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*
- *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.*
- *The HP Products covered under this offer are available without this offer*
- *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 Coal India Offer

PROCESS NOTE TO REDEEM THE WARRANTY OFFER

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

Customer to visit **www.redeemnow.in/hpcoaloffer** 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 valid Coal India ID proof,
- Click on “Accept” the offer terms and conditions and
- Click on “Submit”

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

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

Post approval of the claim - Customer shall receive claimed benefit/s within maximum of 30 days

HP Coal India 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 serial number sticker (same can be taken from cardboard packaging).*
    - *A copy of your Coal India Ltd. ID Proof. ID proof. (*South Eastern Coal fields Limited/Central Mine Planning Design Institute Ltd/Coal India Ltd (parent company))

- *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 offer(s) will be displayed, make a selection of offer(s), 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 approval of your redemption request. 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 approval.*

HP Coal India Offer

OFFER ESCALATION MATRIX

Email	notebook@redeemnow.in for notebooks
Call-back	Send SMS REDHELP to 53030, and will give a callback within 24 hours, or visit to www.redemnow.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 approval. 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.