



HP SMART SECURE OFFER

23rd Nov'20 – 15th Dec'20

***ON SELECT
CONSUMER NOTEBOOKS
AND DESKTOPS***

www.redeemnow.in/hpsmartsecureoffer
<https://store.hp.com/in>

HP SMART SECURE OFFER

SAFETY PACKAGE (Worth ₹8999.00)



- Extend your Total Warranty Coverage to 3 years Onsite (1 Year Standard + 2 Year Extended)
- Next Business Day Response*
- High-quality remote assistance and convenient Onsite support available the next business day*




- 1year Protegent Antivirus subscription on desktops and Laptops
- Secure device from viruses
- Fast & Easy Installation

HP SMART SECURE OFFER

NOTEBOOK OFFER

SAFETY PACKAGE (Worth ₹8999.00)

CATEGORIES	MODELS	SERIES	 	
Spectre/Envy	Spectre	AW, AK, EB	₹4999.00	
	Envy	AR, AY, AQ, BA, EP, BD		
Gaming	Omen	EK	₹1999.00*	
	Pavilion Gaming	DK, EC, A		
Pavilion	Pavilion x360	DH, DW		
	Pavilion 13/14/15	CS, CE		
Chromebook	HP Chromebook	CA, NA	₹1999.00*	NA: Antivirus and Data Protection in-built
HP 14/15		DA, DU, CF, CS, DR, ER, CK EQ, DB, DK, EY, FR, CR, GR	₹1999.00*	

*Terms & Conditions apply

*Inclusive of all taxes



Valid only on SRP Models. Not valid on Black Beauty SKUs.

<https://store.hp.com/in>

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DESKTOP OFFER

SAFETY PACKAGE (Worth ₹4750.00)

CATEGORIES	 (Worth ₹ 3999.00)	 (Worth ₹ 750.00)
Pavilion AIO (Q Series)	NA**	
HP AIO/Tower	₹999* .00	
	₹999* .00	

**Default 3 years warranty

*Inclusive of all taxes

*Terms & Conditions apply

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**CONSUMER NOTEBOOK
& DESKTOP
PRODUCT CATEGORY**



HP AIO (Mainstream)	SRP (With GST)	SCHEME	9/3*	6/0
Spectre Omen/Pavilion Gaming Envy, Pavilion x360 Pavilion 13/14 Pavilion 15 HP Chromebook DR, DX, CR, DK HP AIO (Premium)	₹60,000 and above	15/5	9/3* Or 8/0* or 12/4*	6/0
	₹40,001 to ₹60,000	12/4		
HP 14/15 Win 10 / MS office	₹25,000 to ₹40,000	9/3	9/3*	6/0

*Processing Fee Rs 499.

*Bajaj and HDB include DBD of 1.77% (inclusive of taxes)

*Offer T&Cs apply.

*Model's validity is subject to HP's discretion.

*Finance eligibility at the sole discretion of finance company and banks

HP SMART SECURE 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 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 23rd November 2020 to 15th December 2020.*
- *The 'HP Smart Secure' Offer is valid only on Omen EK, Pavilion Gaming DK, EC, A, Spectre AW, AK, EB, Envy AQ, AY, BA, EP series, Envy x360 AR, BD series, Pavilion x360 DH, DW series, Pavilion 14 CE, Pavilion 15 CS series, HP Chromebook NA, CA and HP 14/15 DA, DU, CF, CS, DR, ER, EQ, DB, DK, EY, FR, CR and GR series. Offer is not valid on Omen X. Offer is not valid on Notebooks DOS SKUs, online derivative series, models with upfront pricing and BB SKUs.*
- *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.*
- *Antivirus offer is not applicable on HP Chromebook.*
- *Omen and Spectre come pre-installed with 1year McAfee Antivirus. The Protegent Antivirus key provided with Omen on redemption can be used after the McAfee expires.*
- *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/hpfestiveoffer will be used to check validity of the offer.*
- *The customer needs to register within 7 days (14 days for customers buying from <https://store.hp.com/in>) 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.*



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OFFER TERMS AND CONDITIONS CONTD.

- *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 SMART SECURE OFFER

PROCESS NOTE TO REDEEM THE WARRANTY OFFER

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

Customer to visit www.redeemnow.in/hpsmartsecureoffer and register for availing offer benefit/s within 7 (14 days for customers buying from <https://store.hp.com/in>) 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

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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 7 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.*

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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.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 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.

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THANK YOU

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