



HP WELCOME WINTER OFFER



17th Nov'21 to 15th Dec'21

www.redeemnow.in/hpwelcomewinteroffer

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

HP WELCOME WINTER OFFER



3 years subscription

- **3 years Protegent Antivirus**
- **Secure device** from viruses
- Fast & **easy Installation**

RELIANCE

GENERAL
INSURANCE

- One time **screen replacement** cover
- **Keyboard damage** cover
- **Wet Damage** Cover
- **Worldwide** Cover
- **Theft and Burglary** Cover
- Hassle free & **easy claim process**



HP WIRELESS MOUSE

*Valid only on select models on redemption only.

*Terms & Conditions apply

HP WELCOME WINTER OFFER

NOTEBOOK OFFER		SMART SECURE PACKAGE (Worth ₹3 000.00)		ACCESSORY OFFER	
MODELS	SERIES	 3 years subscription			
Spectre	AW, EB, EA	FREE*		FREE*	
Envy	AY, BA, EP, BD, EB				
Omen	EK, EN, B				
Pavilion Gaming	DK, EC				
Pavilion x360	DW, DY				
Pavilion 13/14/15	BE, EG, BB, DV, EH, EC				

*Terms & Conditions apply

*Inclusive of all taxes

*Valid only on SRP Models. Not valid on Black Beauty SKUs/Upfront SKUs.

*Valid on select models on redemption only.

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 purchases made from 17th Nov'21 to 15th Dec'21.
- The 'HP Welcome Winter' Offer is valid only on Omen EK, EN, B, Pavilion Gaming DK, EC, Spectre AW, EB, EA, Envy AY, BA, EP, BD, EB series, Pavilion x360 DW, DY series, Pavilion BE, EG, BB, DV, EH, EC series. Offer is not valid on Notebooks DOS SKUs, HP 14/15, HP Chromebooks, 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.
- Omen and Spectre come pre-installed with 1year McAfee Antivirus. The Protegent Antivirus key provided with Omen/Spectre 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/hpwelcomewinteroffer 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.
- 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.

PROCESS NOTE TO REDEEM THE 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/hpwelcomewinteroffer 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 customer shall receive claimed benefit/s within maximum of 30 days

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

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 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.

SAFETY PACKAGE WITH

RELIANCE

GENERAL
INSURANCE

- *HP Redemption Cell will get 1year 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 will 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](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.*

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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.



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