



HP Festive Offer 2019

Offer valid from 27th Sep to 31st Oct 2019



HAPPY DIWALI





HP Festive Offer 2019

Offer valid from 27th Sep to 31st Oct 2019

www.store.hp.com/in-en/default/pcoffer



10% DISCOUNT upto Rs 10,000 on creditCards on
EMI transaction



Safety Package
worth Rs 24,500



Samsung Galaxy Earbuds
worth Rs 10,000



Hop. Shop. Watch Annual
Card worth Rs 9,600



Bumper Discount this FESTIVE SEASON



10%

10% discount offer up to Rs 10,000 on Premium



*Offer applicable on select
premium range*



*Valid on credit Card EMI
transactions on PayU*



*Offer valid from 27th Sept
to 31st Oct 2019*

www.store.hp.com/in-en/default/pcoffer

More Discount this FESTIVE SEASON



5%

5% discount offer up to Rs 2,000 on Value above 25000

Limited time: Valid from 27th Sept to 5th Oct, 2019



*Offer applicable on select
entry range*



*Valid on credit Card EMI
transactions on PayU*



*Offer valid from 27th Sept
to 5th Oct 2019*

www.store.hp.com/in-en/default/pcoffer



Safety Package



**Onsite 3 years
warranty**



**1 year Accidental
Damage Protection**



**1 year Reliance
Theft Insurance**



**Unistal Data
protection Software**



**Protegent
Antivirus**

Entertainment



**Samsung Galaxy
Earbuds worth Rs
10,000**

- ✓ Truly wearable experience with long lasting battery life
- ✓ Clear and crisp sound with sound by AKG
- ✓ Enhanced usability with wireless charging support and automatic sound switching

Experience

**Hop. Shop. Watch Annual
Festive Card**



**Rs 200 Ola Cab coupon
every month for a year
worth Rs 2400**



**Cashback every month
for 12 months worth
upto Rs 2412**



**Couple movie tickets
every month for a year
worth Rs 4800**

www.store.hp.com/in-en/default/pcoffer



HP NOTEBOOKS 'FESTIVE' OFFER 2019

*Safety Package
(Worth Rs 24,500)*

*Entertainment
(Worth Rs 10,000)*

*Experience
(Worth Rs 9,600)*

Categories

Products



**(Worth
Rs 13,401)**



**(Worth
Rs 3,750)**



**(Worth
Rs 1,599)**



**(Worth
Rs 5,000)**



**(Worth
Rs 750)**



**Samsung
Galaxy
Earbuds**



**Hop. Shop.
Watch
Annual Card**

Gaming

**OMEN 15
PAVILION GAMING**

999

3999*

799*

**ENVY/
PAVILION**

**ENVY
PAVILION x360
PAVILION 13/14
PAVILION 15**

999

3999*

799*

HP Chromebook

DA, CA

999

3999*

799*

**HP 14/15
(Select Models)**

**DR, DX, CR, DK
With Office 2019
With Win 10**

999

299

5999*

799*

*Includes processing fee, shipping and handling charges

Offer valid from 27th Sept to 31st Oct, 2019

www.store.hp.com/in-en/default/pcoffer



HP DESKTOPS 'FESTIVE' OFFER 2019

*Safety Package
(Worth Rs 9,749)*

*Entertainment
(Worth Rs 10,000)*

*Experience
(Worth Rs 9,600)*

Categories

Products



(Worth Rs 3,999)

UNISTAL
Recover - Enhance - Locate

(Worth Rs 5,000)



(Worth Rs 750)



**Samsung
Galaxy
Earbuds**



**Hop. Shop.
Watch
Annual Card**

Gaming

PAVILION GAMING

*NA***

299

*3999**

*799**

*ENVY/
PAVILION*

*ENVY AIO
PAVILION AIO*

*NA***

299

*3999**

*799**

HP AIO/Tower

With Win 10

299

299

NA

*799**

With DOS

499

299

NA

*799**

****Default 3 years warranty**

***Includes processing fee, shipping and handling charges**

Offer valid from 27th Sept to 31st Oct, 2019

www.store.hp.com/in-en/default/pcoffer

Offer Terms & Conditions



- This offer is only applicable in case of purchase Via HP Online store (www.store.hp.com/in-en) 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 27th September, 2019 to 31st October, 2019.
- The 'HP Festive' Offer is valid only on Omen DH, DC, Pavilion Gaming DK, Envy AQ, Envy x360 AG series, Pavilion x360 CD, DH, Pavilion 14 CE, Pavilion 13 AN, Pavilion 15 CS, CW series, HP Chromebook DA, CA and HP 14/15 DR, DX, DK, CR, DA, DU, CF and DB series. Offer is not valid on Spectre, Omen X. Festive 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.
- 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/hpfestive will be used to check validity of the offer.
- The Customer needs to register within 7 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

www.store.hp.com/in-en/default/pcoffer



Bumper Festive Discount offer T&Cs

1. 10% and 5% Discount on Purchase of HP laptops and desktops through HDFC credit card 6 Months EMI for transactions done on PayU gateway.
2. 10% Discount upto Rs 10,000 valid on Premium HP range of laptops only
3. 5% Discount upto Rs 2,000 valid on value above 25,000. (Valid till 5th October only)
4. EMI Transaction is valid only on transactions done on PayU gateway 6 month EMI option.
5. Valid on HDFC Credit card for EMI transaction only. Discount tenure applicable only 6 months EMI transactions
6. 10% Discount Valid on EMI transactions greater than or equal to Rs. 35,000 and 5% Discount valid on EMI transactions greater than or equal to Rs 25,000
7. **Only one transaction is allowed per Card account during this offer period.**
8. Offer valid from 27th Sept'19 –31st Oct'19

www.store.hp.com/in-en/default/pcoffer

Safety Package – Worth upto Rs. 24,500



- 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*



Accidental Damage Protection

- 1 year ADP coverage – no questions asked
- Only one time repair/replacement of component is included
- Full protection against damage



- 1 year of Burglary Cover with Theft Extension Insurance Policy
- Simple and Easy to claim
- 100% of Invoice amount reimbursed in case of any theft or burglary within 3 months from purchase date
- Upto 92.5% of Invoice amount is reimbursed until 1 year from the date of purchase
- Valid only eligible Series on HP notebooks. Not Valid for HP Desktops



- Crash Proof – No data loss & downtime, Data loss prevention, Recover lost/deleted data
- SysBoost – Enhance system speed, Wipe out unwanted data, Disc space management
- Locate Laptop – Track stolen laptop, user photo capturing, Automatic data encryption



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

Entertainment with SAMSUNG GALAXY EARBUDS



Samsung Galaxy Earbuds

Rs 10,000



Silver color

- 58mAH lithium-ion battery
- Truly wearable experience with long lasting battery life (6 hours buds (58mAH) and 7 hours case (252 mAh))
- Clear and crisp sound with sound by AKG
- Enhanced usability with wireless charging support and automatic sound switching
- 1 year manufacturer warranty

For more product details -

<https://www.samsung.com/us/mobile/audio/galaxy-buds/>

www.store.hp.com/in-en/default/pcoffer

Experience with Hop. Shop. Watch Card

- Access a year of exclusive offers worth Rs 9,600



*Couple tickets every
month for 12 months
worth upto Rs 4800*

*24 Movie tickets (Mon-Fri
all shows and Sat-Sun
shows before 12 pm)*



*Cab coupon every
month for 12 months
worth upto Rs 2400*

*Rs 200 Ola coupon every
month (Mon – Sun)*



*Cashback every
month for 12 months
worth upto Rs 2412*

*Rs 201 Cashback in
Paytm Wallet or UPI
account every month
(Mon – Sun)*

Hop.Shop.Watch Card - Redemption process



Customer to visit www.redeemnow.in/hpfestive to avail the Hop.Shop.Watch card

Customer will receive 3 activation codes, 1 each for movies, cab and cashback from HP redemption cell after validation of the product purchase

Customer to visit www.hpfestive.bigcityexperience.com and use the 3 activation codes to redeem the offer. Customer needs to redeem atleast one offer latest by 30th Nov, 2019 to avail all benefits for 12 months

The movie tickets and Cab coupon and Cashback for the month are valid for the same month only and non-transferrable. If customer doesn't avail the benefits for any month, they will not be carried forward to next month

Movie tickets can be booked on the website itself every month and Ola cab coupon and Cashback need to be redeemed every month

Once the card is activated, customer can avail Movie tickets, cab coupon and Cashback every month by clicking on Booking tab at www.hpfestive.bigcityexperience.com

For complete process and details, please visit www.hpfestive.bigcityexperience.com

Process Note for redeeming the offer



Customer buys an eligible model of Notebook/Desktop from HP authorized reseller or HP Online Store (www.hpshopping.in)

Customer to www.store.hp.com/in-en/default/pcoffer and register for availing offer benefit/s within 7 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 and 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

Important things to note during the registration



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.*

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.*

Safety Package with

RELIANCE



- HP Redemption Cell will get 1 year Burglary Cover with Theft Extension Insurance policy issued for the end-customers.
- The steps to avail insurance policy will be performed by HP Redemption Cell and customers will get the Insurance policy via email.
- 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).
- Theft and burglary to be covered under the policy by RGI.
- Depreciation rate will be charged on the invoice value @ 2.5% per quarter. Please refer the example given in Table 1.1
- HP's role will be only till getting the policy issued for the end-customer
- In case of theft/burglary 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.

Table 1.1: Example
Laptop purchase date: 17th June, 2019

<i>Claim Logged Date:</i>	<i>Amount returned to customer:</i>
<i>Before 17th Sept'19</i>	<i>Full invoiced amount will be given to customer</i>
<i>17th Sept'19- 16th Dec'19</i>	<i>2.5% will be cut from invoiced amount</i>
<i>17th Dec'19 - 16th Mar'20</i>	<i>5% will be cut from invoiced amount</i>
<i>17th Mar'20 - 16th June'20</i>	<i>7.5% will be cut from invoiced amount</i>

Safety Package with

RELIANCE



Link to check policy details: <https://www.reliancegeneral.co.in/Insurance/SMEs/Burglary-and-Housebreaking/BurglaryAndHouseBreaking.aspx>

Claims Filing/Handling

- *Claims to be intimated by the customer through RGI Call center or Online Portal.*
- *An FIR to be registered for the loss.*
- *Non traceable report to be occupied from the Police Department*
- *Documents required for submission to process the claim*
 - *Claim Form –Duly filled and signed*
 - *Policy schedule*
 - *Invoice Copy*
 - *Copy of FIR*
 - *Non Traceable report*
 - *KYC documents*
 - *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.*



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