



# HP Neverstop Offer

## 1<sup>st</sup> Aug 2021 to 31<sup>st</sup> Oct 2021

### Steps to avail offer:

- Visit: [www.redeemnow.in/neverstopoffer/](http://www.redeemnow.in/neverstopoffer/) and register
- Upload your documents
- Eligible for Toner Reload Kit



# Terms & Conditions

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- Offer is ONLY valid for end customer purchase made between 1<sup>st</sup> Aug 2021 to 31<sup>st</sup> Oct 2021 through offline and online.
- This Offer is Valid only on HP Neverstop Laser Printer IR / CTSS - **1200a, 1200w, 1200nw, 1000a, 1000w, 1000n**
- The Customer needs to register within 14 days from the date of Purchase of printer. Offer Registration site will be active till 14<sup>th</sup> Nov 2021 (midnight).
- This Offer is valid on select SKUs of HP Neverstop Laser Printers as mentioned above , 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 Printer entered by you at [www.redeemnow.in/neverstopoffer/](http://www.redeemnow.in/neverstopoffer/) will be used to check validity of the offer.
- HP Printers covered under this offer are also available without this offer.
- All customer queries regarding the printer offer can be directed to [printers@redeemnow.in](mailto:printers@redeemnow.in)
- 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.



# Terms & Conditions

- 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.
- Also, not more than 2(two) units of HP Neverstop printers per invoice will be eligible for redemption under this offer.
- 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 fulfilment of terms and conditions of the offer.
- Offer claimed by online customer shall be processed and communicated through Email/SMS.
- Offer benefit(s) shall be processed and dispatched on the registered address within 12 weeks from approval. Customers will be informed through an email in case of any delay in processing of the same. HP and/or its agency will not be held liable for any delay in processing of the offer due to any force majeure condition or on account of any government or local authority-imposed restrictions due to the ongoing pandemic situation.
- In case if there is a mismatch between Serial no./ Invoice uploaded by customer, the agency representative will contact and confirm for the correct invoice. If the right invoice is not submitted within 10 days, case will be dismissed
- 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.



# Redemption Process

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## **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 printer serial number sticker (same can be taken from cardboard packaging of printer 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 benefit(s) reach to you directly.



# Redemption Process

- Please mention your dealer name, and select the 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.
- On receipt of these documents and registration details, redemption cell shall do verification of the same, and share further communication within 72 hrs. through email / SMS about validation status.
- Hold stage:
  - In case of any missing details/documents, customer shall be requested to provide the same within given time frame.
- Rejection stage:
  - In case of rejection of claim due non-compliance of the terms of the offer, customer shall be communicated about the same through Email/SMS
- All customer queries regarding the offer can be directed as per the following:
  - Email : Customer can write email to [printer@redeemnow.in](mailto:printer@redeemnow.in)
  - SMS update: In case customer wants know latest status of their claim, customer can send SMS Claim <RedemptionCode> to 53030, and an auto reply with latest status of the redemption request will be shared through system



# Process flow for redeeming the offer

