

# HP HAPPY NEW YEAR OFFER

Buy in **2016** & Protect till **2018**




**Worth Rs.3999/-**  
**@ Just Rs.1799/-**



Visit [www.hpshopping.in/happynewyear2017](http://www.hpshopping.in/happynewyear2017) for details

# HP HAPPY NEW YEAR OFFER

Eligible Categories	Eligible Series	
HP Pavilion 14/15 HP Pavilion x360 HP 14/15	<u>HP Pavilion</u> AB/ AL/ AN/ AU /AW/ BC series <u>HP Pavilion x360</u> S/U/ K/N series <u>HP 14/15</u> AC/ AF/ AM/ AY/ BA series	Rs.1799

**Note:**

- Offer is valid from 8<sup>th</sup> December till 31<sup>st</sup> December 2016
- This offer is valid only through HP authorized partners.
- Any purchases made online through any online portal are not valid. This holds true even for models are valid under offline channel.



# Important points for Redemption

During online registration for the offer, contact person's name should be same as written on copy of purchase invoice

During submission of documents, all the documents mentioned below should be clearly visible and submitted to the Redemption Cell\*

1. A copy of purchase invoice,
2. A bar coded notebook serial number sticker and
3. A copy of your valid ID proof

Payment on account of redemption fee should be submitted to the redemption cell through Online or Offline process, if Offline process, issue 'At Par' Cheque or Demand Draft with correct payee name on it.

In case of any mis-match of details, or non adherence of any terms of the offer, claim shall be delayed or may be liable for rejection.

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# Terms & Conditions

1. This offer is ONLY valid for end customer purchases made **between 8th Dec, 2016 to 31st Dec, 2016**.
2. The Customer needs to register within 7 days from the date of Invoice Submitted. Customer needs to register at [www.hpshopping.in/happynewyear2017](http://www.hpshopping.in/happynewyear2017).
3. All documents have to reach Razorfish (a div. of TLG India Pvt. Ltd.) within 10 days from the Date of Registration. Claim will be Rejected if the timelines are not followed.
4. The validation of document submission and payable amount will be done within 7- 10 days of receipt of your documents by Razorfish (a div. of TLG India Pvt. Ltd.) An email will be sent to the registered mail id informing whether claim is APPROVED / REJECTED / HOLD for further clarification.
5. Please note that the claim will be processed ONLY if the Name on the invoice, Identity Proof and the name registered on the registration site is same.
6. All customer queries regarding the offer can be directed as per the following:
  - Email** : Write to → [notebook@redemptionsupport.com](mailto:notebook@redemptionsupport.com)
  - Website** : [www.redemptionsupport.com](http://www.redemptionsupport.com) (enter your redemption code/ Notebook serial number to check the status of the claim)
  - Callback** : To talk to a representative, type REDHELP and send it to 53030. Representative will call back within 4 hours
  - SMS** : Send the following SMS to 53030 : CLAIM <Redemption Code>
7. This offer is only applicable in case of Over the Counter Sale through HP Authorized Resellers. The List of HP Authorized Resellers is visible during Registration process at [www.hpshopping.in/happynewyear2017](http://www.hpshopping.in/happynewyear2017)
8. HP shall not be held responsible for any delay in communication with regard to this offer. Offer can be withdrawn or changed by HP without any prior notice.

For detailed Terms and Conditions, please visit [www.hpshopping.in/happynewyear2017](http://www.hpshopping.in/happynewyear2017)



# Redemption Process - Online

1. Log on to [www.hpshopping.in/happynewyear2017](http://www.hpshopping.in/happynewyear2017) and register within 7 days of your purchase to avail the offer.
2. Select the offer while registering. Upon registration, you will get a Redemption Code. Please save it and use it for all communications.
3. Within 72 hours, you will get an Order Confirmation Email which will contain the amount that is to be paid basis the offers selected by you during registration. You need to perform the below steps 4 - 7 within ten days from the date of Registration
4. After receiving the Order Confirmation Email, go to [www.redemptionsupport.com](http://www.redemptionsupport.com). Enter the Redemption code to go to **Claim Status** page
5. Click on **Online Claim Submission** button
6. Upload the correct documents against each of the fields mentioned:
  - I. Attach copy of invoice
  - II. Attach copy of ID proof
  - III. Attach copy of serial no. sticker
7. On clicking Next button, you will be taken to the payment gateway. Follow the steps mentioned to make the payment
8. On successful payment, you will receive 2 emails
  - I. Payment Confirmation from redemptionsupport.com website
  - II. Auto-generated Payment Confirmation from **payment gateway vendor EBS**
9. Razorfish (a div. of TLG India Pvt. Ltd.) will then validate the documents and send an Order Approval Email within 3 days which will contain details and timelines of gift courier/email
8. Once claim is approved Warranty certificate shall be emailed at the registered email ID
9. Offers claimed by the customer under Happy New Year 2017 shall be delivered/ emailed within maximum of 4-5 weeks from the date of approval of claim



# Redemption Process - Online

## Note

1. If customer uploads the documents but does not make the payment and leaves the website, then the customer's claim will go on hold and he/she will have to complete the payment as per guidelines received from Redemption Cell within 7 days. Redemption Cell will do maximum of 3 follow ups through email followed by Phone calls for such cases and in absence of any response, claim shall be marked as rejected into the system.
2. If, after making the payment, it is found upon document validation, that the customer's claim needs to be REJECTED because of any reason (Eg: product purchased outside offer period, product details provided during online registration not matching with invoice copy etc.), then he/she will be informed about the claim rejection & the amount paid will be credited back into customer's account (from where payment was made) within 7 days.
3. If customer completes online registration by visiting the [www.hpshopping.in/happynewyear2017](http://www.hpshopping.in/happynewyear2017) webpage and also uploads a copy of Purchase Invoice, Bar coded notebook serial number sticker, a valid ID proof and make payment of Redemption Fee (online), but purchased product is not a legal product of HP India claim for BTC benefits shall stand rejected and no further communication will be entertained in this regard. Amount received from the customer shall be credited back to the same account from where payment was made.
4. If customer completes online registration by selecting a product model or reseller name and invoice has another model or different reseller name, claim will be put on hold, and in absence of proper supporting documents, claim shall be rejected.



# Redemption Process - Offline

1. Log on to [www.hpshopping.in/happynewyear2017](http://www.hpshopping.in/happynewyear2017) and register within 7 days of your purchase to avail the offer
2. Select the offer while registering. Upon registration, Redemption code will be generated. Customers need to save it and use it for all communications.
3. Within 72 hours of registration, an order confirmation email will be sent to the customer's registered email id confirming the offer selected and the amount to be paid via an 'At Par' Cheque/Demand Draft (if applicable) within ten days of Registration.
4. Cheque/Demand Draft to be issued in the name of " TLG India Pvt. Ltd, payable at Delhi "
5. Kindly ensure that all the following documents are received at our Redemption cell within ten days if registration - failing which claim will not be processed.
  - a) Copy of purchase Invoice
  - b) Copy of valid Identity Proof
  - c) Cutout of Barcode Sticker from the Carton of the Notebook/ Desktop
  - d) A Cheque or Demand Draft of amount mentioned under Order Confirmation Email
6. Redemption Code should be mentioned on the courier/post cover
7. The documents need to be sent to the following address  
HP Redemption Cell, Office No. 925,  
89, Hemkunt Chambers, Nehru Place, New Delhi - 110019
8. Once claim is approved the Warranty certificate shall be emailed at the registered email ID
9. Offers claimed by the customer under Happy New Year 2017 shall be emailed within maximum of 4-5 weeks from the date of approval of claim



## Additional 1 year Onsite Warranty

- All HP Consumer notebooks come with 1 year default onsite warranty. This offer is for additional 1 year onsite warranty. So customers will get total 2 years onsite warranty.
- The warranty certificate will be emailed to customer's registered email id. There will be no hard copy of the same. Customers need to carry a printout of this warranty certificate and invoice copy to HP authorized service centers in case of any after sales support requirement.

*Wish you all a **HAPPY** New Year.....*

