

# HP FESTIVE OFFER 2020



11<sup>th</sup> Oct'20 to 22<sup>nd</sup> Nov'20

ON SELECT  
CONSUMER  
NOTEBOOKS  
AND DESKTOPS

[www.redeemnow.in/hpfestiveoffer](http://www.redeemnow.in/hpfestiveoffer)

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



**HAPPY DIWALI**



# HP FESTIVE OFFER 2020\*

11<sup>th</sup> Oct'20 to 22<sup>nd</sup> Nov'20



## BUMPER CASHBACK OFFER

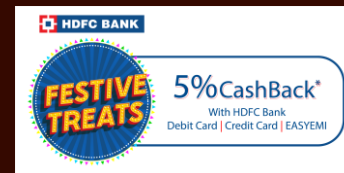
# 5%

**5% Cashback** offer up to **₹5000.00** on value above **₹25000.00**  
on **HDFC/Axis/ICICI Credit/Debit Card** on 6/0 EMI transactions



Offer applicable on select range of HP Laptops and AIOs

Valid only on  
HDFC/Axis/ICICI  
Credit/Debit Card on  
6/0 EMI transactions  
via Pinelabs





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## SAFETY PACKAGE



**Onsite 2 years  
warranty**

OR



**Onsite 3 years  
warranty**



**Protegent  
Antivirus**

## ENTERTAINMENT OFFER



**B&O H4  
BLUETOOTH  
HEADSET  
(Only with  
Envy/Spectre)**



**HP BH10  
BLUETOOTH  
HEADSET**





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## NOTEBOOK OFFER

**SAFETY PACKAGE**  
(Worth ₹8999.00)

CATEGORIES	MODELS	SERIES	OR	
			 	 
Spectre/Envy	Spectre	AW, AK, EB	NA	
	Envy	AR, AY, AQ, BA, EP	NA	
Gaming	Omen	DC, EK, DH	<b>₹499.00*</b> <b>₹1499.00*</b>	
	Pavilion Gaming	DK, EC, A		
Pavilion	Pavilion x360	DH, DW		
	Pavilion 13/14/15	CS, CE		
Chromebook	HP Chromebook	CA, NA	<b>₹499.00*</b>	<b>₹1499.00*</b> <b>NA: Antivirus and Data Protection in-built</b>
HP 14/15		DA, DU, CF, CS, DR, ER, CK EQ, DB, DK, EY, FR, CR, GR	<b>₹499.00*</b> <b>₹1499.00*</b>	

\*Terms & Conditions apply

\*Inclusive of all taxes

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

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## NOTEBOOK OFFER

## ENTERTAINMENT OFFER

CATEGORIES	MODELS	SERIES	B&O H4 HEADSET 	HP BH10 HEADSET 
			(Worth ₹24999.00)	(Worth ₹2999.00)
Spectre/Envy	Spectre	AW, AK, EB	₹3999.00*	₹999.00*
	Envy	AR, AY, AQ, BA, EP		
Gaming	Omen	DC, EK, DH	NA	
	Pavilion Gaming	DK, EC, A		
Pavilion	Pavilion x360	DH, DW	NA	
	Pavilion 13/14/15	CS, CE		
Chromebook	HP Chromebook	CA, NA	NA	
HP 14/15		DA, DU, CF, CS, DR, ER, CK EQ, DB, DK, EY, FR, CR, GR	NA	

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## DESKTOP OFFER

## SAFETY PACKAGE (Worth ₹4750.00)

CATEGORIES	 (Worth ₹ 3999.00)	 (Worth ₹ 750.00)
Pavilion AIO (Q Series)	<b>NA**</b>	
HP AIO/Tower	<b>₹499*.00</b>	
	<b>₹499*.00</b>	

\*\*Default 3 years warranty

\*Inclusive of all taxes

\*Terms & Conditions apply

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



# HP FESTIVE OFFER 2020\*

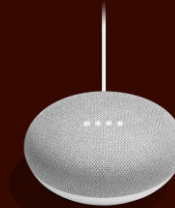
11<sup>th</sup> Oct'20 to 22<sup>nd</sup> Nov'20



## SPECIAL AIO OFFER

## GOOGLE HOME MINI (Worth ₹4999.00)

### CATEGORIES



All AIOs

**₹299.00\***

\*\*Default 3 years warranty

\*Inclusive of all taxes

\*Terms & Conditions apply

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





# HP FESTIVE OFFER 2020\*

11<sup>th</sup> Oct'20 to 22<sup>nd</sup> Nov'20



## CASHBACK OFFER TERMS AND CONDITIONS

- 5% Cashback on Purchase of selected models of HP laptops and desktops on HDFC credit/debit card EMI, Axis credit/debit EMI and on ICICI credit/debit card EMI transactions done via Pinelabs terminals.
- Cashback tenure applicable only 6/0 EMI transactions
- Offer validity: 11th Oct'20 to 22nd Nov'20
- Under this Program, cardholder can avail:
  - a) 5% Cashback only on selected HP Consumer Laptops and Desktops All-in-Ones
  - b) Minimum Transaction Amount: INR 25,000
  - c) Maximum Cashback: INR 5,000 per card account
- Offer is only applicable in HP Worlds, T2 Multi-brand Outlets, Large Format Retailers, and T3 partner stores with Pinelabs EDC machines and Pinelabs Gateway on HP OLS (<https://store.hp.com/in>). Offer is not valid on Etail Purchases.
- Offer can be availed only once per card during the offer period
- EMI Transaction is valid only on transactions done on Pinelabs swipe machine under 'Brand EMI' option & only if 'Cashback' is mentioned on charge slip.
- Cashback for eligible transactions would be posted after 90 days after Offer End Date. Cashback to be printed on charge slip for eligible transactions.
- Customers are requested to retain charge slip for 180 days post program end date

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 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 FESTIVE OFFER 2020\*

11<sup>th</sup> Oct'20 to 22<sup>nd</sup> Nov'20



## HP FESTIVE 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 11<sup>th</sup> October 2020 to 22<sup>nd</sup> November 2020.
- The 'HP Festive' Offer is valid only on Omen DH, DC, EK Pavilion Gaming DK, EC, A Envy AQ, AY, BA, EP series, Envy x360 AR 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 Spectre and 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 comes 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](http://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](mailto:notebook@redeemnow.in) and desktop offer to [desktop@redeemnow.in](mailto: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.



# HP FESTIVE OFFER 2020\*



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## 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/hpfestiveoffer](http://www.redeemnow.in/hpfestiveoffer) 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](mailto:notebook@redeemnow.in) for notebooks  
[desktop@redeemnow.in](mailto: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](http://www.redemnow.in) and using Helpdesk section provide details for call back

### **Escalation**

For escalations, customer can write to [escalation@redeemnow.in](mailto:escalation@redeemnow.in)

### **High escalation**

For 4th level of escalation, customer can write to [escmanager@redeemnow.in](mailto: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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## EXTENDED WARRANTY OFFER



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

OR



- *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\**



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

# ***HP FESTIVE OFFER 2020***



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**THANK YOU**

**ON SELECT  
CONSUMER  
NOTEBOOKS AND  
DESKTOPS**

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