

# STRETCH YOUR WARRANTY @ Just Rs.699\*

Valid from 1<sup>st</sup> Feb 2017 till 31<sup>st</sup> March 2017



On select HP Tower desktop Additional 2 years onsite warranty + McAfee Internet Security worth Rs.4999 @ just **Rs.699/-**

On select HP AIO desktop Additional 2 years onsite warranty + McAfee Internet Security worth Rs.4999 @ just **Rs.999/-**

**To enrol and view t&c visit [www.hpshopping.in/desktopwarranty](http://www.hpshopping.in/desktopwarranty)**



This offer increases warranty to 3 years from the 1 year standard warranty. Offer is not applicable for products with 3 years warranty. Get additional 2 years' warranty plus 1 year McAfee Internet Security on HP Tower desktop for Rs, 699 and on HP AIO desktop for Rs. 999

# Protection

## Additional 2 year Onsite Warranty



- Select HP Consumer desktops come with 1 year default onsite warranty. This offer is for additional 2 years onsite warranty. So customers will get total 3 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 centres.
- This offer not applicable on Hard bundle 3 Years warranty models



## 1 year McAfee Internet Security Subscription

- **1 year McAfee Internet Security (MIS) subscription can be availed by downloading and installing MIS software via the link which will be sent in an email by HP Redemption Cell along with license key.**
- **For any service/performance issues regarding MIS, customers need to contact McAfee service center for any help. HP will not be responsible for any service or performance related issues of MIS.**
- **McAfee Service Center Toll Free No.: 1800-3000-2454, Also refer: <http://service.mcafee.com/fag/country.html>**

# Terms & Conditions

- This offer is ONLY valid for end customer purchase made between 1<sup>st</sup> February, 2017 to 31<sup>st</sup> March , 2017.
- This offer is valid on select SKUs of HP Tower Desktop and HP AIO Desktop, any model 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.
- The serial number of the Desktop and the Redemption Code you get on registering at offer registration page [www.hpshopping.in/desktopwarranty](http://www.hpshopping.in/desktopwarranty) will be used to check validity of the offer.
- Customer needs to register within 15 days from the date of Purchase of Desktop.
- Offer Registration site will be active till 15<sup>th</sup> April 2017 (Midnight).
- HP Desktop models 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, because all offer related communication shall be sent on this registered email ID only.
- All customer queries regarding the offer can be directed to [desktop@redemptionsupport.com](mailto:desktop@redemptionsupport.com)
- The email id and mobile number should be unique for every redemption. If we get 2 or more request with a single contact details, the claim will be Rejected.
- In case of any customer issues related to the offer, all 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.
- If customer purchase HP Desktop from HP Online store ([www.hpshopping.in](http://www.hpshopping.in)) and select offer during checkout process, they need not to register their product details on this link.
- Offer claimed by online customer shall be processed and communicated through Email / SMS. If customer wishes to check status of their claim, customer can visit [www.redemptionsupport.com](http://www.redemptionsupport.com), and using the desktop serial number redemption status can be checked online and in case of any further support, customer can write email using compose email option on the same webpage.

- All customer queries regarding the offer can be directed as per the following:
  - Email : Write to [Desktop@redemptionsupport.com](mailto:Desktop@redemptionsupport.com),
  - Website : [Visit to www.redemptionsupport.com](http://www.redemptionsupport.com) (enter your redemption code or desktop serial number to check the status of your claim)
  - Callback : If you want to talk to our representative, send SMS REDHELP to 53030, and we will give you a callback within 4 hours
  - SMS : To know status of your claim through SMS, Send text CLAIM to 53030
- 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

Dear Customer,

We would like to highlight 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 a 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:

- 1.A copy of purchase invoice,
- 2.A bar coded desktop serial number sticker (Same can be taken from cardboard packaging of AIO or Tower unit), and
- 3.A copy of your valid ID proof.

Select source of purchase and dealer name, and valid SKU. Post that offers will be displayed along with offer fee, please check complete details before you click on Submit button.

Upon successful submission of details, thank you page will open, please make a note of redemption code, that will be a ready reference number for all future communications with redemption cell

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 the webpage i.e. [www.redemptionsupport.com](http://www.redemptionsupport.com) and make the payment of offer fee. 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 on your registered Email ID within 30 days from the date of payment receipt.

**Important Note:**

- If customer uploads wrong/incomplete documents at the time of online registration, then customer's claim will put on hold and he/she will have to upload the complete set of claim documents. Redemption Cell will do a maximum of 3 follow-ups through email followed by 3 round of Phone calls for such cases and in absence of any response, the claim shall be marked as rejected into the system.
- If customer completes online registration by visiting the [www.hpshopping.in/desktopwarranty](http://www.hpshopping.in/desktopwarranty) webpage by uploading Purchase Invoice copy, Bar coded desktop serial number sticker and a valid ID proof, but it is found upon the document validation that, the purchased product is not a legal product of HP India, claim for HP Desktop warranty offer benefits shall stand rejected and no further communication will be entertained in this regard.
- If the customer completes online registration by selecting a product model or reseller name and invoice has another model or different reseller name, in that case, customer claim shall be rejected.
- If the customer complete online registration and post validation update to the customer, customer does not make payment of offer fee within 10 days from the date of validation update, offer entitlement shall stand cancelled into the system, and no further communication shall be entertained



**Thank You**

