



Digital Education



A Digital Life



Digital Banking



Digital Payments



Digital Exchanges



Digital TV



Digital Entertainment



Digital Shopping



Digital Documentation



Digital Ticketing



HP = Partner in Digital Life!

HP offers "Total Peace of Mind"

Physical Peace of Mind

Digital Peace of Mind



2 years onsite service for laptops



12 months protection against Theft



1 year McAfee Internet Security Subscription



Data Protection, Laptop Tracking and System Boost software

Categories

Eligible Series



Total Worth Rs.10500

HP Pavilion 14/15
HP Pavilion x360
HP 14/15

HP Pavilion AB/ AL/ AN/ AU /AW/ BC series
HP Pavilion x360 S/U/ K/N series
HP 14/15 AC/ AF/ AM/ AY/ BA series

Rs.1999/ only



Terms & Conditions

1. This offer is ONLY valid for end customer purchases made **between 4th January, 2017 to 31st March, 2017**.
2. The Customer needs to register within 7 days from the date of Invoice Submitted. Customer needs to register at www.hpshopping.in/peaceofmind2017 .
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
 - Website** : 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/peaceofmind2017
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 Offer can be withdrawn or changed by HP without any prior notice.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/peaceofmind2017



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.

*Visit www.hpshopping.in/peaceofmind2017 for details



Redemption Process - Online

1. Log on to www.hpshopping.in/peaceofmind2017 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. 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 HP Peace of Mind 2017 shall be delivered/ emailed within maximum of 4-5 weeks from the date of approval of claim

Note: Customers can go for any one of the Redemption Process – Online or Offline



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/peaceofmind2017 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 HP Peach of Mind 2017 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 if 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.

Note: Customers can go for any one of the Redemption Process – Online or Offline



Redemption Process - Offline

1. Log on to www.hpshopping.in/peaceofmind2017 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 HP Peace of Mind 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.



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/faq/country.html>



Terms & Conditions:

- 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 will be issued within 2 working days 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.hpshopping.in/peaceofmind2016 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: 13th January, 2017

Claim Logged Date:	Amount returned to customer:
Before 13th April'17	Full invoiced amount will be given to customer
13th April'17- 12th July'17	2.5% will be cut from invoiced amount
13th July'17 - 12th Oct'17	5% will be cut from invoiced amount
13th Oct'17 - 12th Jan'18	7.5% will be cut from invoiced amount

Link to check policy details:

<https://www.reliancegeneral.co.in/Insurance/SMEs/Burglary-and-Housebreaking/BurglaryAndHouseBreaking.aspx>

Claims Filing/Handling

1. Claims to be intimated by the customer through RGI Call centre or Online Portal.
2. An FIR to be registered for the loss.
3. Non traceable report to be occupied from the Police Department
4. Documents required for submission to process the claim
 - a) Claim Form –Duly filled and signed
 - b) Policy schedule
 - c) Invoice Copy
 - d) Copy of FIR
 - e) Non Traceable report
 - f) KYC documents
 - g) NEFT Documents
5. Claim will be settled within 7 days of the submission of all the completed documents by RGI.
6. Call Center No. - 18003009

NOTE:

1. Claim Filing/Handling is the sole responsibility of Reliance General Insurance.
2. HP will not be responsible for the same.
3. In case of any issues faced by end-customers in any of these 5 steps, they need to approach RGI service centers directly.

Locate Laptop

Lets you track the location of your stolen laptop using the internet.

Crash Proof

A Proactive Data Recovery software which helps in recovery of lost/deleted files.

Sys Boost

System tune-up software to maintain and optimize the performance of your laptop.

Terms & Conditions:

- After claim validation, HP Redemption Cell will email the license key and the link at which the 3 softwares can be downloaded.
- For Locate Laptop to work, the stolen laptop would have to be connected to the internet so that it can be detected by the software.
- For any service/performance issues regarding the softwares, customers need to contact Unistal service center for any help. HP will not be responsible for any service or performance related issues of the softwares.
- Unistal 24 x 6 Toll Free Support: 1800 – 102 - 5400