



HP Reinvented Warranty Offer
1st May'17 – 31st Jul'17

www.hpshopping.in/reinventedwarranty



Get 2 years Additional Onsite warranty on
200 & 300 series notebooks at only Rs.999



Offer valid on end-customer purchase from 1st May'17 to 31st Jul'17

Partners to be allowed to register on behalf of the customer.

Claim approval by Razorfish after due diligence.

For Detailed terms and conditions visit – www.hpshopping.in/reinventedwarranty

Terms & Conditions

1. This offer is ONLY valid for end customer purchases made **between 1st May, 2017 and 31st July, 2017.**
2. Partner/customer has to register at www.hpshopping.in/reinventedwarranty within 10 days from the invoice date. All documents have to reach Razorfish (a div. of TLG India Pvt. Ltd.) within 30 days of online registration. Claim will be Rejected if these timelines are not followed. The website will be live till **10th August 2017.**
3. The validation of your document submission and payable amount will be done within 7 days of receipt of your documents by Razorfish (a div. of TLG India Pvt. Ltd.). An email will be sent to your registered mail id informing whether your claim is approved / rejected or requires further clarification.
4. Please note that if a partner is registering on behalf of the customer, then he has to mention the name of the customer on whose name the invoice has to be made.
5. Please note that the claim will be processed ONLY if the Name on the invoice and the name registered on the registration site is same. We request your attention to this point and request you to submit appropriate details to ensure timely claim approval.
6. All customer queries regarding the offer can be directed as per the following:
Email : warranty@redemptionsupport.com
Website : www.redemptionsupport.com (enter your redemption code to check the status of your claim)
7. In case, customer has purchased more than one unit of same notebook part number, and wish to register more than a unit for 2 Years Reinvented Warranty offer, can use Add Serial Number function on the registration page, and register up to 10 serial numbers under a single registration.

Terms & Conditions

8. In case, customer has purchased more than one unit, but notebook part number is different, in that case, customer is advised to make separate registration to avail 2 years Reinvented Warranty Offer. Add Serial Number function won't work in such scenario.
9. Please note that the claim will be processed ONLY if the Name and Company Name on the invoice and the name registered on the registration site is same. All the serial numbers should be there on the invoice copy. We request your attention to this point and request you to submit appropriate details to ensure timely claim approval.
10. 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 notice.
11. In case of purchase made by a company, and they need quotation / PI for release of payment, Order Confirmation Email can be treated as request for release of redemption charges

Please note: This offer is applicable only for the list of skus mentioned in the dropdown menu titled 'Select Purchased SKU from the dropdown list'

For detailed Terms and Conditions, please visit www.hpshopping.in/reinventedwarranty

Redemption Process - Online

1. Log on to www.hpshopping.in/reinventedwarranty and register within 10 days of invoice date 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 30 days from the date of online registration.
4. After receiving the Order Confirmation Email, customer needs to make fund transfer as per Order Confirmation Email to:
 - Payee Name : IRIS Computers LTD
 - Payee Address : A-155, Road No. 04, Mahipalpur New Delhi - 110037
 - Bank Name : CITI Bank N.A.
 - Branch Address : Connaught Circus, New Delhi
 - Account Type : CC
 - Account Number : 0302108021
 - RTGS/IFSC Code : CITI0000002
 - NEFT/IFSC Code : CITI0000002
 - 9 Digit MICR Code : 110037002
 - Reference : Mention Redemption code
5. Once fund transfer process is completed make a note of fund transfer reference number (same will be required at the time of document upload process), and then go to www.redemptionsupport.com, enter the Redemption code (as advised through your order confirmation Email), to go to Claim Status page
6. Click on **Online Claim Submission** button
7. Upload the correct documents against each of the fields mentioned and click on Submit button:
 1. Attach copy of invoice
 2. Attach copy of serial no. sticker
8. Razorfish (a div. of TLG India Pvt. Ltd.) will then validate the documents and send an Order Approval Email within 3-4 working days which will contain details of payment made and timelines for upgrade of warranty into HP System
9. **In case redemption code allotted by the system has details of more than one unit, customer needs to collate cut out of bar coded notebook serial number, paste it on A4 sheet, scan it and create .pdf or .jpg file (size up to 2 MB) and upload same while submission of documents through online process**

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

Redemption Process - Offline

1. Log on to www.hpshopping.in/reinventedwarranty and register within 10 days of invoice date 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 of registration, an order confirmation email will be sent to your registered email id confirming the offer selected and the amount that you need to pay via an 'At Par' Cheque/Demand Draft(if applicable).
4. Cheque/Demand Draft to be issued in the name of "**IRIS Computers LTD**" payable at Delhi.
5. Kindly ensure that all the following documents are received at our Redemption cell within 30 days of online registration, failing which claim will not be processed.
 - a) Copy of Invoice
 - b) Cutout of Barcode Sticker from the Carton of the Notebook
 - c) Cheque/DD of Differential amount (if applicable)
6. In case redemption code allotted by the system has details of more than one unit, customer needs to provide original cut out of Bar Coded Notebook Serial number sticker along with other documents
7. Please mention your Redemption Code on the courier/post that you will send.
6. 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. On receiving the documents, Razorfish (A Div. Of TLG India Pvt. Ltd.), will validate the documents and send an Order Approval Email within 7 days, which will contain details of payment receipt and timelines for upgrade of Additional 2 Years Onsite Warranty into HP System

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

THANK YOU

