



# ADP (Accidental Damage Protection) and Premium Warranty \*\*\* Offer

Valid on Purchases Made in between 5<sup>th</sup> January, 2016 to 15<sup>th</sup> January, 2016.

[www.hpshopping.in/Premium-Warranty](http://www.hpshopping.in/Premium-Warranty)

\*\*\* Premium Warranty (2<sup>nd</sup> Year Extended Warranty) offer is applicable on select SKUs through web redemption only.

# Terms & Conditions

- This offer is ONLY valid for end customer purchases made in between 5<sup>th</sup> January, 2016 to 15<sup>th</sup> January, 2016
- This offer is applicable only in case of Over-the-counter sale (through HP Authorized Resellers) of the eligible SKU's covered under this offer.
- Customer needs to register at [www.hpshopping.in/Premium-Warranty](http://www.hpshopping.in/Premium-Warranty) within 30 days from the date of purchase to avail 1 Year ADP Or 2<sup>nd</sup> Year Extended Warranty\*\* (\*\* valid on select SKUs only) and upload of documents i.e. Copy of Purchase Invoice and Copy of Bar Coded Serial Number Sticker at the time of online registration.
- Customer needs to select valid product SKU from the drop down menu under “Product Details”.
- Upon selection of valid product SKU, eligible offer table will display just below, and if there are multiple options available, customer needs to select one before proceeding further.
- On completing this FORM, customer will get a reference code and a subsequent Thank You email.
- The serial number of the Notebook will be used to register 1 Year ADP (Accidental Damage Protection) Or 2<sup>nd</sup> Year Extended Warranty (as per selection of offer and further check of eligibility upon purchased SKU). HP will not be liable for incorrect offer selection or incorrect Serial number submitted by the customer.
- Solutions (Agency) will process the claim and send an approval Email and SMS to the customer within 7 days of receiving the documents. Confirmation email for ADP or 2<sup>nd</sup> Year Extended Warranty registration will be issued to the customer within 30 days of the approval of claim.
- Please note that the claim will be processed ONLY if the Name on the scanned copy of 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.
- HP Premium Warranty Offer is applicable for Customer / End Users ONLY.

# Terms & Conditions contd..

- If customer completes online registration visiting to [www.hpshopping.in/Premium-Warranty](http://www.hpshopping.in/Premium-Warranty) webpage and also uploads a copy of Purchase Invoice and Bar coded serial number sticker, but purchased product is not a legal product of HP India, claim for 1 Year ADP Or 2<sup>nd</sup> Year Extended warranty shall stands rejected and no further communication will be entertained in this regard.
- In case, it is found upon document validation that the customer's claim needs to be put on HOLD because of any reason (eg: incorrect document uploaded or documents not visible), Redemption Cell will send maximum of 3 reminders to the customer at their registered email ID within next 10 working days and in absence of non submission of required documents within given time frame, claim shall stands rejected and no further communication will be entertained in this regard.
- All customer queries regarding the offer can be directed as per the following:
  - Email** : [adp@redemptionsupport.com](mailto:adp@redemptionsupport.com)
  - Website** : [www.redemptionsupport.com](http://www.redemptionsupport.com) (enter your redemption code or serial number of notebook to check the status of your claim)
  - Callback** : If you want to talk to our representative, send text REDHELP to 53030 and we will give you a callback within 4 hours
  - SMS** : Send the following SMS to 53030 : CLAIM <Redemption Code>, latest update will be given through return SMS
- 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.

**THANK YOU**

