

## LENOVO “BUSINESS PC+” OFFER – FAQs

### 1. What is the name of this offer/campaign?

Ans: Lenovo Business PC+ Offer – March 2019

### 2. What is the Business PC+ Offer?

Ans: The **Lenovo Business PC+ Offer** gives additional extended warranty and/or Accidental Damage Protection on select models of **(ThinkPad Edge E470 & E480, ThinkPad T470 & T480, ThinkPad X1 Carbon, ThinkPad X270 & X280, ThinkPad Yoga 370 & Yoga X380, V Series Notebook, V110 AMD, V130, TP L380)**. Offer applicable on select MTMs only.

Up to 25 Units Purchase							
Warranty Upgrade To	ThinkPad			V Series			
	TP Edge	TP T&X, Yoga	TP	V330	V110 / V310	V130	V110 AMD
	(1 Year Base)		L380				
3 Year	1499	NA	NA	NA	Free	999/499	999
3 Year ADP	1699	2999	1699	2999	1499	1499	NA
1 Year ADP	999						
1 Year Premier Service	799						
3 Year Premier service	2399						
More than 25 Units Purchase							
3 Year	1499	NA	NA	NA	Free	999	999
3 Year ADP	2399	4199	2399	2999	2099	2099	NA
1 Year ADP	1099						
1 Year Premier Service	799						
3 Year Premier service	2399						

NOTE: Customer cannot select the STANDALONE ADP on selected Series (**ThinkPad Edge E470 & E480**) until customer selects the Extended Warranty offer. Also, ADP offer is applicable only on select Notebook products.

### 3. Who is eligible for this Offer?

Ans: Any customer who purchases “(**ThinkPad Edge E470 & E480, ThinkPad T470 & T480, ThinkPad X1 Carbon, ThinkPad X270 & X280, ThinkPad Yoga 370 & Yoga X380, V Series Notebook, V110 AMD, V130, TP L380**).” during offer period starting **1<sup>st</sup> March 2019 to 31<sup>st</sup> March 2019**, and from select business partners is eligible to avail this offer. The online registrations are open till **10<sup>th</sup> April 2019** for all purchases made within the above-mentioned offer period. Any registration after **10<sup>th</sup> April 2019** will not be eligible to avail the offer. Select series on **Notebook** purchased up to a total consolidated Quantity of 25 units per customer or more than 25 units during the offer period is eligible. Also, the Product needs to be purchased from participating Authorized Lenovo Business Partner in India and online registration for the Offer needs to be completed during the Offer Period as described in the offer document.

NOTE: For V Series Notebooks 2 years additional warranty (1+2) is applicable default on selecting 3 years ADP @ INR 1499/- or INR 2099/-.

### 4. This Offer is valid till what period?

Ans: The Offer is valid for a limited period starting from **1<sup>st</sup> March 2019 to 31<sup>st</sup> March 2019**. However online registrations are open till **10<sup>th</sup> April 2019** for any purchases made within the offer period. The Payment period is between **1<sup>st</sup> March 2019 to 17<sup>th</sup> April 2019**

### 5. Will I get this WARRANTY Offer through the BUSINESS PARTNER?

Ans: Online registration at [www.lenovowarranty.in](http://www.lenovowarranty.in) will allow you to avail this offer.

**6. How long will it take for the Warranty to be updated after registration?**

Ans: After the payment realization, customer will be e-mailed the warranty certificate within 21 days.

**7. How do I need to make the payment to avail the extended warranty?**

Ans: Once the documents are verified successfully a payment link will be shared to the registered email ID.

**8. What will be the URL of the website where I can redeem this offer?**

Ans: For availing the Offer, eligible customers need to register on the online portal [www.lenovowarranty.in](http://www.lenovowarranty.in) by agreeing to the terms and conditions of the Offer.

**9. Do I need to share my documents with BUSINESS PARTNER?**

Ans: No, you can register on [www.lenovowarranty.in](http://www.lenovowarranty.in) with your necessary details and upload required documents yourselves.

**10. What documents would be required to avail this offer?**

Ans: Purchase Invoice Scan Copy is mandatory – Which must Contain BUYER name, Purchase date, Laptop Serial Number, and Dealer seal & signature. Customer can also submit PC Serial No Scan Copy (Present on the Outer Box) as secondary document but Purchase Invoice Scan Copy is a must.

**11. What information is required to register on [www.lenovowarranty.in](http://www.lenovowarranty.in) ?**

Ans: For registration, the following details needs to be entered in the website

- (a) Upload Invoice Copy – which must include BUYER name, purchase date, machine series, serial number, MTM number & dealer seal signature.
- (b) Machine Serial Number Copy – Machine series (Type), Serial Number & MTM Number (mandatory)
- (c) Laptop base sticker image - Customer can also upload laptop base sticker image as well, as a proof of machine serial number copy.
- (d) Contact details (including address, phone number and valid email id) (e) Store Name and Location from where the product is purchased

**12. Will I get any Case ID or Ticket Number post I send my scanned copies of the ID's?**

Ans: YES. After the registration is completed, the customer will receive an acknowledgement on the email id used during registration process along with a Ticket Number. This Ticket Number can be used as a reference for any future communication on this offer.

**13. Will you share any documents to my residential address?**

Ans: There will be no dispatch of any document. All communication will be via Email or phone only.

**14. For any concerns of issues on this offer, whom do I need to contact?**

Ans: You can contact 080-39534757/080-47092700 Customer Support (Available on Monday to Friday – 10:00 AM to 6.00 PM Except Public Holidays)

**15. What will be the email Id to clarify the status or contact for any issues?**

Ans: For Escalations / information please contact 080-39534757/080-47092700 or Email us at [pcplus@lenovowarranty.in](mailto:pcplus@lenovowarranty.in)

**16. Whom do I contact, if my issue is not resolved on this offer?**

Ans: For Escalations / information please contact 080-39534757/080-47092700 or Email us at PC [pcplus@lenovowarranty.in](mailto:pcplus@lenovowarranty.in). (Monday to Friday - 10:00 AM to 6.00 PM except on Public Holidays)

**17. What are the MTM criteria of the machines that are eligible to avail the offer?**

Ans: "" Manufacturing date of the system/product should be within the last 12 months of the Offer Registration / Last Mile Invoice to avail Lenovo Business PC+ Offer ""

**18. Is there a cap to the maximum quantity eligible under the offer?**

Ans: Yes, select series on **Notebook** purchased up to a total consolidated maximum Quantity of 25 units or more than 25 units per customer during the offer period is eligible. Also, the Product needs to be purchased from Authorized Lenovo Business Partner in India and online registration for the Offer needs to be completed during the Offer Period as described in the offer document. Also, this offer is not valid for purchases made by company's Business Partners, National Distributors or company's Employees, neither for them not for any of their relatives.

**19. My BUSINESS PARTNER has got an offer running that allows me to get free accessories can I also club this with this offer?**

Ans: This offer cannot be clubbed with any other end-customer offer run by Lenovo during same / earlier period

**20. Can I register for this offer after one or 2 months?**

Ans: You will have to register for the offer on or before **10<sup>th</sup> March 2019** which is the last day to register to avail this offer.

**21. What happens if the documents I have submitted are not accepted as valid proofs?**

Ans: You will receive a mail on the email id provided by you during registration as well as a follow up call, asking you to resubmit valid proofs.

**22. How do I need to make a payment to avail the extended warranty?**

Ans: Payment can be made via DD or Online. Payment via DD should be made by drawing it in the favor of "**Kestone Integrated Marketing Services Pvt Ltd**". The DD should be couriered to the below address:

**Program Manager,  
Kestone Integrated Marketing Services Pvt Ltd  
C/O, Lenovo Business PC+ Offer,  
37, 7<sup>th</sup> Cross RMJ Mandoth Towers, 2<sup>nd</sup> Floor  
VasanthNagar, Bangalore – 560020  
Ph: 080-39534757/080-47092700**

It is important to note that the customer must mention his Ticket Number, Serial Number and Mobile Number behind the DD

**23. How long will it take to receive the Warranty on Laptops via email / Courier?**

Ans: After the documents submitted are verified and found to be accurate, customer will be required to make a payment. Warranty certificate will be dispatched via email within 21 days of payment realization.

**24. Will I get any GST TAX Invoice post making the payment?**

Ans: Yes, you will be getting the GST TAX Invoice within 30 working days (Except Public Holidays) from the date of payment realization and TAX invoice will generate based on the **Customer** details. While registering kindly mention correct GST details in the registration page (Name (on whose name Invoice should be generated), Address, Mobile Number, State, City & GSTIN Number).

NOTE: Post generating TAX Invoice there will be no revised TAX invoice generating.