

LENOVO “ BUSINESS PC+” OFFER – FAQs

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

Ans: Lenovo Business PC+ Offer – November 2020

2. What is 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, V130, TP L380**). Offer applicable on select MTMs only.

NOTE: Customer cannot select the STANDALONE ADP on selected Series (**ThinkPad Edge E470 & E480**) until the 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, V130, TP L380**),” during offer period starting **1st August 2020 to 31st August 2020**, and from select business partners is eligible to avail this offer. The online registrations are open till **10th December 2020** for all purchases made within the above-mentioned offer period. Any registration after **10th December 2020** 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 are 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.

Warranty Upgrade To	Up to 25 Units Purchase			
	ThinkPad			V Series
	TP Edge (1 Year Base)	TP T&X, Yoga	TP L380	
3 Year Onsite	1499	NA	NA	999
3 Year ADP	1699	2999	1699	1499
1 Year ADP	999	999	999	799
1 Year Premier Service	799	799	799	NA
3 Year Premier service	2399	2399	2399	NA

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 **1st November 2020 to 30th November 2020**. However online registrations are open till **10th December 2020** for any purchases made within the offer period. The Payment period is between **1st November 2020 to 17th December 2020**

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

Ans: Online registration at 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, the 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 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 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 the secondary document but Purchase Invoice Scan Copy is a must.

11. What information is required to register on www.lenovowarranty.in ?

Ans: For registration, the following details need 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 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 acknowledgment 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 for 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

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. (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 the company's Business Partners, National Distributors or company's Employees, neither for them not for any of their relative

