



# Meant to Move

The small and light Pavilion by HP

HP Pavilion x360 14-dh1026tx

## HP New Year Offer 2020

*Offer valid from 18<sup>th</sup> Dec'19 to 2<sup>nd</sup> Feb'20*



# HP New Year Offer 2020

*Offer valid from 18<sup>th</sup> Dec'19 to 2<sup>nd</sup> Feb'20*

<https://store.hp.com/in-en/default/pcoffer>

10% CASHBACK up to Rs10,000 on Credit/Debit Cards on EMI transaction



Safety Package worth  
Rs 22,435



Hop. Shop. Watch  
Annual Card worth Rs  
9,612

# BAGFUL OF CASHBACK



# 10%

10% cashback offer up to Rs 10,000 on value above 40,000



Offer applicable on select premium  
range



Valid on Credit/Debit Card EMI  
transactions on Pinelabs



Offer valid from 18<sup>th</sup> Dec'19 to 31<sup>st</sup>  
Jan'20

<https://store.hp.com/in-en/default/pcoffer>





# More CASHBACK this New Year SEASON

# 5%

All Black Beauty  
SKUs above  
Rs.25,000 are  
eligible.

## 5% cashback offer up to Rs 2,500 on Value above 25000



Offer applicable on select entry range



Valid on Credit/Debit Card EMI  
transactions on Pinelabs



Offer valid from 18<sup>th</sup> Dec'19 to 2<sup>nd</sup>  
Feb'20

<https://store.hp.com/in-en/default/pcoffer>

Limited time: Valid from 18<sup>th</sup> Dec'19 to 2<sup>nd</sup> Feb'20



## Safety Package



*Onsite 3 years warranty*



*1 year Accidental Damage  
Protection*



*1 year Reliance Theft  
Insurance*



*Unistal Data protection  
Software*



*Protegent Antivirus*

## Experience

*Hop. Shop. Watch Annual New Year Card*



*Rs 200 Ola Cab coupon every month  
for a year worth Rs 2400*



*Cashback every month for 12  
months worth upto Rs 2412*



*Couple movie tickets  
every month for a year worth Rs  
4800*

HP NOTEBOOKS  
'NEW YEAR'  
OFFER 2019

Safety Package  
(Worth Rs 22,435)


Experience  
(Worth Rs 9,612)

Categories


Models

Series


Luxury	Spectre/Spectre Folio	AP, AW, AK
Gaming	Omen	DC, DH
	Pavilion Gaming	DK, EC
Pavilion	Pavilion x360/2-in-1/Envy	AG, DH, CD, AR, AQ
	Pavilion 13/14/15	CE, AN, CS
	HP 14/15 Premium	DR, CR, DX, DK
Chromebook	HP Chromebook	DA, CA
HP 14/15	HP 14/15 with Office	DA, DB, CF, CS, DU
	HP 14/15 with Win 10	DA, DB, CF, CS




(Worth Rs 11,216)




(Worth Rs 3,620)




(Worth Rs 1,599)



(Worth Rs 5,000)



(Worth Rs 750)



Hop. Shop.  
Watch Annual  
Card

2999		799*
999		799*
499		799*
999		799*
999		799*
999		799*
999	NA – Antivirus and Data Protection in-built	799*
999	299	799*
999	299	799*

Offer valid from 18<sup>th</sup> Dec'19 to 2<sup>nd</sup> Feb'20

Not Valid on Etail and Black Beauty SKUs.

<https://store.hp.com/in-en/default/pcoffer>

\*Includes processing fee, shipping and handling charges

HP DESKTOPS  
'NEW YEAR'  
OFFER 2019

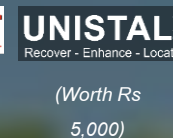
Safety Package  
(Worth Rs 9,749)

Experience  
(Worth Rs 9,600)



Categories

Products



Hop. Shop. Watch  
Annual Card

Gaming

PAVILION GAMING

NA\*\*

299

799\*

ENVY/  
PAVILION

ENVY AIO  
PAVILION AIO

NA\*\*

299

799\*

HP AIO/Tower

With Win 10

999

499

799\*

With DOS

999

699

799\*

\*\*Default 3 years warranty

\*Includes processing fee, shipping and handling charges

Offer valid from 18<sup>th</sup> Dec'19 to 2<sup>nd</sup> Feb'20

<https://store.hp.com/in-en/default/pcoffer>



HP 'NEW YEAR'  
FINANCE OFFER 2019

BAJAJ FINANCE

HDB

PINELABS

Product Category



Omen X

15/3

NA

6/0

Spectre  
Omen/Pavilion Gaming  
Envy, Pavilion x360  
Pavilion 13/14  
Pavilion 15  
HP Chromebook  
DR, DX, CR, DK

15/5  
Or  
10/1

11/2

6/0

HP 14/15 Win 10

9/3

11/2

6/0

\*All HDB and Bajaj schemes include DBD of 1.77% (inclusive of GST)



# Offer Terms & Conditions



- This offer is only applicable in case of purchase Via HP Online store (<https://store.hp.com/in-en/default>) or Over the Counter Sale through HP Authorized Resellers. The offer is NOT valid on purchase through any other Online Portal
- Offer is ONLY valid for end customer purchase made from 18<sup>th</sup> December'19 to 2<sup>nd</sup> February'20.
- The 'HP New Year' Offer is valid only on Spectre AW, AP, AK, Omen DH, DC, Pavilion Gaming DK, EC, Envy AQ series, Envy x360 AG, AR series, Pavilion x360 CD, DH, Pavilion 14 CE, Pavilion 13 AN, Pavilion 15 CS, CW series, HP Chromebook DA, CA and HP 14/15 DR, DX, DK, CR, DA, DU, CF and DB series. Offer is not valid on Omen X. Festive offer is not valid on Notebooks DOS SKUs, online derivative series, models with upfront pricing and BB SKUs
- This offer is valid on select SKUs of HP Notebook, any series that is not a part of eligible SKU list, will not be considered under this offer. Please check with your retailer about validity of the offer on your purchase. HP will not be responsible for any miscommunication in this regard.
- Please ensure that you enter correct serial number of your product while doing registration in this offer. The serial number of the Notebook entered by you at [www.redeemnow.in/hpnewyear](http://www.redeemnow.in/hpnewyear) will be used to check validity of the offer.
- The customer needs to register within 7 days from the date of purchase of notebook.
- HP Notebook series covered under this offer are also available without this offer.
- Please make sure that email id being provided at the time of registration on offer page, should be correct and belongs to the customer only, as all offer related communication shall be sent on this registered email ID only.
- All customer queries regarding the notebook offer can be directed to [notebook@redeemnow.in](mailto:notebook@redeemnow.in) and desktop offer to [desktop@redeemnow.in](mailto:desktop@redeemnow.in)
- Same email id and mobile number can be used to register for the offer redemption for only two times, If more than 2 requests are received with a single contact details, the claim for offer benefit/s shall be rejected.
- In case of any customer issues related to the offer (post online registration), a maximum of 3 attempts will be made to ensure the validity of the redemption and resolve genuine issues subject to fulfillment of terms and conditions of the offer.
- Offer claimed by online customer shall be processed and communicated through Email / SMS.



## BAGFUL OF CASHBACK offer T&Cs

1. 10% and 5% Cashback on Purchase of HP laptops and desktops through HDFC credit and debit card EMI and ICICI Credit and Debit Card EMI for transactions done on Pinelabs Machine under 'Brand EMI'
2. 10% cashback up to Rs 10,000 valid on Premium HP range of laptops only.
3. 5% cashback up to Rs 2,500 valid on value above 25,000. (Limited Period Offer)
4. Offer valid for HPWs, T2 MBOs, LFRs and top T3 partners. Not valid for Etail purchases.
5. EMI Transaction is valid only on transactions done on Pinelabs swipe machine under 'Brand EMI' option & only if 'Cashback' is mentioned on charge slip. Customers are requested to retain charge slip for 180 days post program end date
6. Valid on HDFC debit and credit and ICICI debit and credit for EMI transaction only. Cashback tenure applicable only 6 months EMI transactions
7. 10% cashback Valid on EMI transactions greater than or equal to Rs. 40,000 and 5% cashback valid on EMI transactions greater than or equal to Rs 25,000
8. **Only one transaction is allowed per Card account during this offer period.**
9. Cashback for eligible customers will be posted within 90 days of offer end date. Cashback to be printed on charge slip for eligible transactions.
10. Offer valid from 18<sup>th</sup> Dec'19 –2<sup>nd</sup> Feb'20

# Safety Package – Worth up to Rs. 22,435



- *Extend your Total Warranty Coverage to 3 years Onsite ( 1 Year Standard + 2 Year Extended )*
- *Next Business Day Response\**
- *High-quality remote assistance and convenient Onsite support available the next business day\**



Accidental Damage Protection

- *1 year ADP coverage – no questions asked*
- *Only one time repair/replacement of component is included*
- *Full protection against damage*



- *1 year of Burglary Cover with Theft Extension Insurance Policy*
- *Simple and Easy to claim*
- *100% of Invoice amount reimbursed in case of any theft or burglary within 3 months from purchase date*
- *Upto 92.5% of Invoice amount is reimbursed until 1 year from the date of purchase*
- *Valid only eligible Series on HP notebooks. Not Valid for HP Desktops*



- *Crash Proof – No data loss & downtime, Data loss prevention, Recover lost/deleted data*
- *SysBoost – Enhance system speed, Wipe out unwanted data, Disc space management*
- *Locate Laptop – Track stolen laptop, user photo capturing, Automatic data encryption*



- *1 year Protegent Antivirus subscription on desktops and Laptops*
- *Secure device from viruses*
- *Fast & Easy Installation*

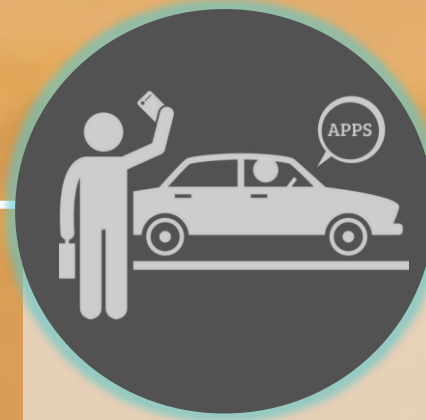
# Experience with Hop. Shop. Watch Card

Access a year of exclusive offers worth Rs 9,612



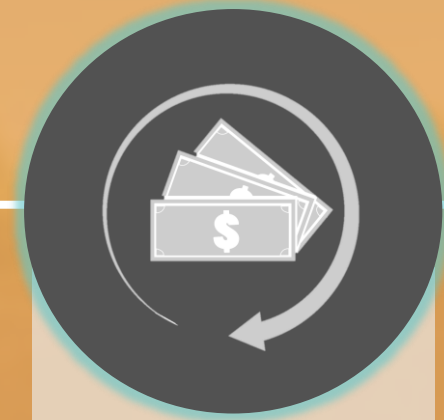
Couple tickets every month for  
12 months **worth up to Rs  
4800**

24 Movie tickets (Mon-Fri all shows  
and Sat-Sun shows before 12 pm)



Cab coupon every month for  
12 months **worth up to Rs  
2400**

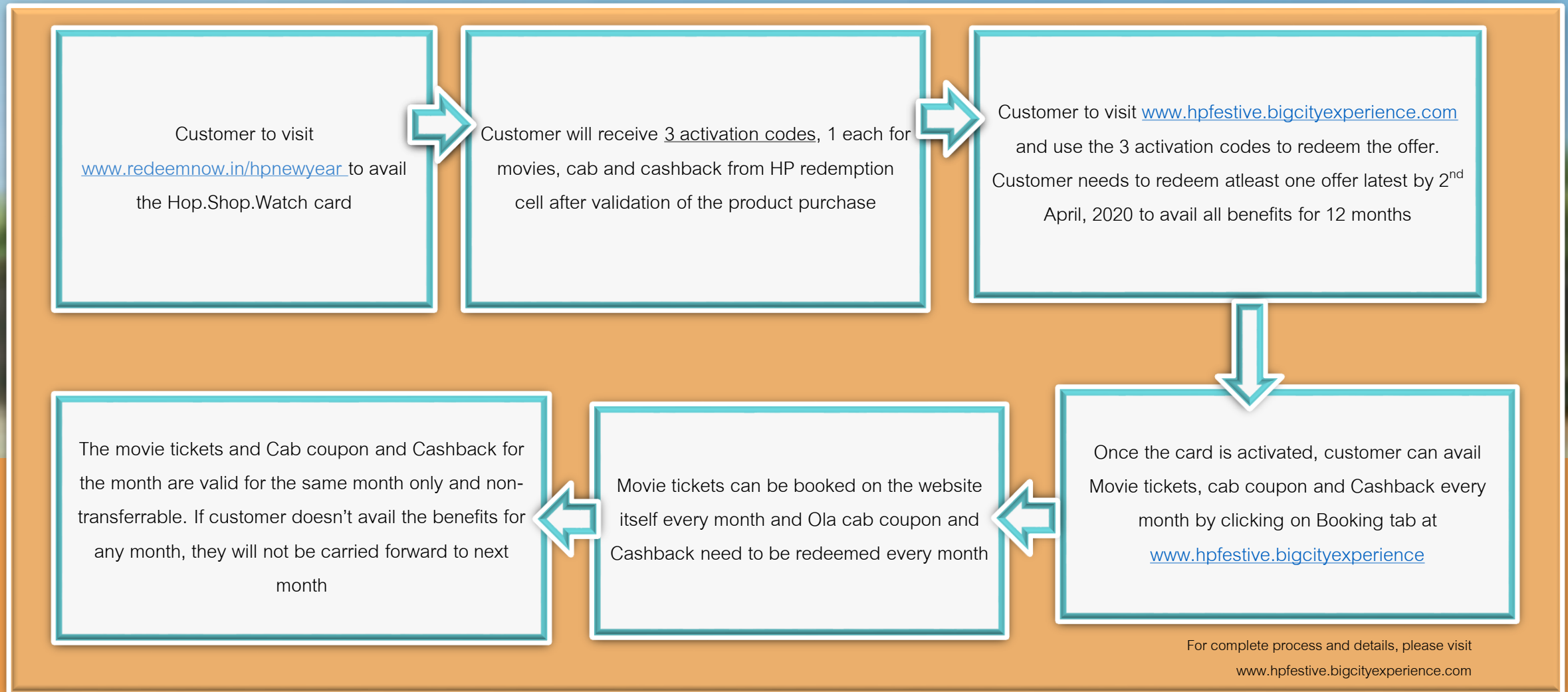
Rs 200 Ola coupon every month  
(Mon – Sun)



Cashback every month for 12  
months **worth up to Rs 2412**

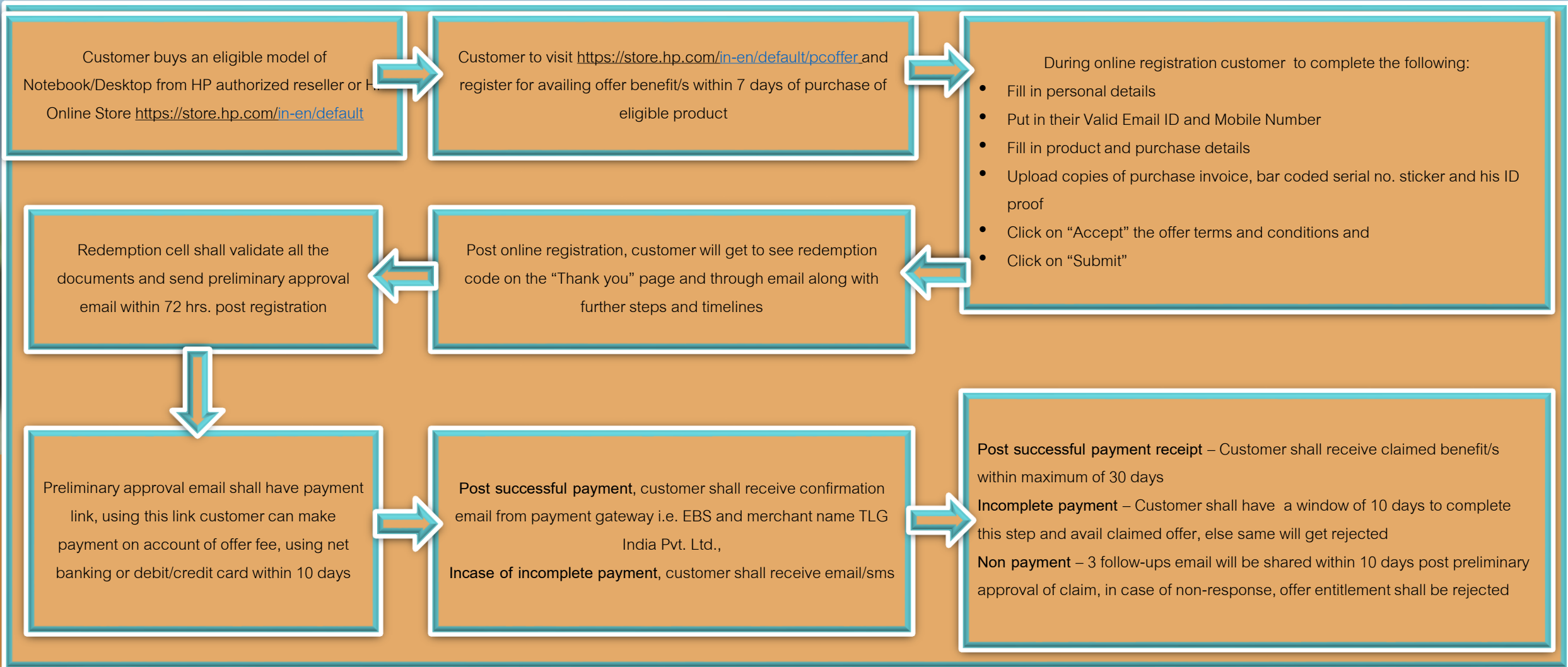
Rs 201 Cashback in Paytm Wallet  
or UPI account every month (Mon –  
Sun)

# Hop.Shop.Watch Card - Redemption process





# Process Note for redeeming the offer



# Important things to note during the registration



Some important points that need your attention while you opt for any redemption benefit/s.

- During online registration for the offer, contact person's name should be same as written on the copy of purchase invoice.
- During upload of the documents, kindly ensure that all documents are clearly visible and file size should not be more than 2 MB.
- At the time of registration, kindly keep a scanned copy of the following documents:
  - A copy of purchase invoice,
  - A barcoded notebook/desktop serial number sticker (same can be taken from cardboard packaging).
  - A copy of your valid ID proof.
- During the registration process, you will be asked to re-confirm your email ID and validate your mobile number through OTP process, so you are requested to complete this process to proceed further. Re-confirmation of email ID and Mobile number is a mandatory step to ensure that all important communications related to the offer and all your offer benefits reach to you directly.
- Select source of purchase and dealer name, and valid SKU. Post that offers will be displayed along with offer fee, make a selection of single or multiple offers based upon choice and offer amount will be shown accordingly, please check complete details before you click on Submit button. Upon successful submission of details, a thank you page will open, please make a note of your redemption code, that will be a ready reference number for all future communications with redemption cell. Registration should be completed within 7 days of purchase of the product.
- Within next 72 hours of the registration, you will receive an email with preliminary approval of your redemption request. If your details are in order, you will be advised to visit payment link to make the payment of the offer. This option will be open for 10 days from the date of this email. Post successful receipt of payment, offer processing shall start and approval SMS will be shared on your registered mobile number. As per terms of the offer, all claimed benefit/s shall be emailed to your registered Email ID/registered address within 30 days from the date of payment receipt.

# Offer Escalation Matrix



## Email

[notebook@redeemnow.in](mailto:notebook@redeemnow.in) for notebooks  
[desktop@redeemnow.in](mailto:desktop@redeemnow.in) for desktop

## Call-back

Send SMS REDHELP to 53030, and will give a callback within 24 hours, or visit to [www.redemnow.in](http://www.redemnow.in) and using Helpdesk section provide details for call back

## Escalation

For escalations, customer can write to [escalation@redeemnow.in](mailto:escalation@redeemnow.in)

## High escalation

For 4<sup>th</sup> level of escalation, customer can write to [escmanager@redeemnow.in](mailto:escmanager@redeemnow.in)

- Offer benefit/s shall be processed and emailed on the registered email id or send to registered address within 30 days from the date of receipt of offer fee. In case of any delay in processing of the same customer will be informed through email.
- HP shall not be held responsible for any delay in communication with regard to this offer. Offer can be withdrawn or changed by HP at any point without giving any reason whatsoever.
- To the extent permitted by law, the Customers by availing this offer agree and undertake not to hold HP and/or or any of their group entities or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses that you may/might have suffered, sustained or incurred, or claims to suffer, sustain or incur, by way of and / or on account of the present offer.

## Safety Package with

RELIANCE



- 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 cover will start 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.redeemnow.in/hpbtc](http://www.redeemnow.in/hpbtc) 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: 17<sup>th</sup> June, 2019

Claim Logged Date:	Amount returned to customer:
Before 17th Sept'19	Full invoiced amount will be given to customer
17th Sept'19- 16th Dec'19	2.5% will be cut from invoiced amount
17th Dec'19 - 16th Mar'20	5% will be cut from invoiced amount
17th Mar'20 - 16th June'20	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***

- Claims to be intimated by the customer through RGI Call center or Online Portal.
- An FIR to be registered for the loss.
- Non traceable report to be occupied from the Police Department
- Documents required for submission to process the claim
  - Claim Form –Duly filled and signed
  - Policy schedule
  - Invoice Copy
  - Copy of FIR
  - Non Traceable report
  - KYC documents
  - NEFT Documents
- Claim will be settled within 7 days of the submission of all the completed documents by RGI.
- Call Center No. - 18003009

### NOTE:

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