



JOY TO THE WORLD! **REINVENT JOY**

with exclusive offers this
festive season.



18th December 2017 – 31st January 2018



Reinvent Joy with HP



Protect Your Joy



Bring Joy Home

Valid from 18th Dec 2017 till 31st Jan 2018



RELIANCE



Comprehensive Protection Package



SHOPPERS STOP
START SOMETHING NEW



Host of Options to Shop From

Offer Not Valid on HP Spectre and HP Envy and Select Notebook Series.

Offer Valid only on Purchase from www.hpshopping.in and Over the Counter Sales. Not Valid on Any other Online Portal

www.redeemnow.in/reinventjoy

Reinvent JOY with HP



	Protect Your JOY (worth up to Rs. 9,496)		Bring Home JOY (worth Rs. 2,500)
Product Categories			  Myntra  SHOPPERS STOP <small>START SOMETHING NEW</small>  <i>Range of Many More Brands</i>
HP Notebooks  Office	Rs.799		 Rs.799
HP Notebooks with  Windows	 Rs.999		Rs.999
HP Notebooks with DOS	Rs.999	Rs.499	Rs.1,499

Offer Not Valid on HP Spectre and HP Envy. Offer Not valid on AR,BE, BU, BG, BY, AB, AC,AF Series.
Offer Valid only on Purchase from www.hpshopping.in and Over the counter Sales. Not Valid on Any other Online Portal

www.redeemnow.in/reinventjoy

Protect Your JOY worth Rs. 9,496



- 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*



- 1 year McAfee Internet Security (MIS) subscription on notebook.
- Trusted Anti-Virus for Comprehensive your device
- Protect your device; Anti-Virus; Free technical support



- 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.

Bring home JOY with PinePerks

Choose from a range of brands:

LIFESTYLE

SHOPPERS STOP
START SOMETHING NEW

lifestyle
YOUR STYLE. YOUR STORE.

Levi's

THE TITAN

NIKE

JACK & JONES®

pantaloons

HEALTH & FITNESS

Tuscany
De-Stress. Recharge. Breathe.

new
U
about you.
A. Dabur Enterprise

kaya
skin clinic
Live what you are

VLCC
SLIMMING | BEAUTY | FITNESS
FOR MEN AND WOMEN

YFCE
LIVE FIT

Dr Batra's®

E-COMMERCE

amazon.in

Flipkart

TRAVEL

make my trip
MEMORIES UNLIMITED

yatra.com

DINING

dineout

HYPERMARKET

BIG BAZAAR

ENTERTAINMENT

book my show

FASHION ACCESSORIES

HIDESIGN

and many more...

Visit www.redeemnow.in/reinventjoy to see all featured brands

Pine Perk Gift Card Worth Rs. 2,500

- Pine Perk Gift card worth Rs 2,500. This is an E-Voucher and will be sent on the registered email id.
- Customers can use this E- Voucher to Select from a host of Brands and online Portal Vouchers.
- Multiple Vouchers of any value from multiple Brands can be redeemed, subject to a total of 2,500/-
 - Example : Rs. 500 Voucher of Myntra, Rs.1000 Voucher of Book My Show and Rs.1,000 Voucher from Shoppers Stop.
- Buy Voucher for the brands like Flipkart, Myntra, Lifestyle, Pantaloons, Allen Solly and many more. Choose a wide range of Online and Offline brands under one roof.
- For Redeeming the voucher customer has to visit www.PinePerks.in and log in using the mobile number registered under HP Reinvent Joy Offer.
- Customer has to buy the vouchers using Pine perk Account within 3 months from the date of money credited to Pine perk account.
- Individual brand vouchers validity can be checked on Pine Perk's website under T&Cs for each brand.



Process Note for Redeeming Complete Offer



Customer buys an eligible model of Notebook from HP authorized reseller or HP Online Store (www.hpshopping.in)



Customer to visit www.redeemnow.in/reinventjoy and register for availing offer benefit(s)



During online registration customer to complete the following:

- Fill in personal details
- Put in their Valid Email ID and Mobile Number
- Fill in product and purchase details
- Upload copies of purchase invoice, bar coded serial no. sticker and his ID proof
- Click on “Accept” the offer terms and conditions and
- Click on “Submit”



Post online registration, customer will get to see redemption code on the “Thank you” page and through email along with further steps and timelines



Redemption cell shall validate all the documents and send preliminary approval email within 72 hrs. post registration



Preliminary approval email shall have payment link, using this link customer can make payment on account of offer fee, using net banking or debit/credit card within 10 days



Post successful payment, customer shall receive confirmation email from payment gateway i.e. EBS and merchant name TLG India Pvt. Ltd.,
Incase of incomplete payment, customer shall receive email/sms



Post successful payment receipt – Customer shall receive claimed benefit(s) within maximum of 30 days
Incomplete payment – Customer shall have a window of 10 days to complete this step and avail claimed offer, else same will get rejected
Non payment – 3 follow-up emails will be shared within 10 days post preliminary approval of claim, in case of non-response, offer entitlement shall be rejected

Important Things to Note during 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 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.
- 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 within 30 days from the date of payment receipt.



Offer – Terms & Conditions



- This offer is only applicable in case of purchase via HP Online store (www.hpshopping.in) 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 between 18th December, 2017 to 31st January, 2018.
- This Offer is Not Valid on BU, BY, AR, BE, BG, AB,AC,AF Series, HP Spectre and HP Envy series notebook.
- This Offer is valid on select SKUs of HP Notebook as mentioned above , 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/reinventjoy will be used to check validity of the offer.
- Offer Registration site will be active till 7th February, 2018 (midnight).
- 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
- 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.

Offer – Terms & Conditions Continued



- All customer queries regarding the offer can be directed as per the following:
 - Email : Customer can write email to notebook@redeemnow.in for notebooks queries
 - Callback : In case customer wants talk to our representative, send SMS REDHELP to 53030, and we will give you a callback within 24 hours, or visit to www.redeemnow.in and using Helpdesk section provide details for call back.
- Offer benefit(s) shall be processed and emailed on the registered email id 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.

Protect Your Joy – Terms & Conditions



Additional 2 year Onsite Warranty - Consumer Notebooks

- All HP Consumer notebooks come with 1 year default onsite warranty. This offer is for additional 2 years onsite warranty. Total Warranty period will be 3 years.
- The warranty certificate will be emailed to customer's registered email id. There will be no hard copy of the same. Customers need to carry a printout of this warranty certificate and invoice copy to HP authorized service centers in case of any after sales support requirement.



1 year McAfee Internet Security Subscription- Consumer Notebooks

- 1 year McAfee Internet Security (MIS) subscription can be availed by downloading and installing MIS software via the link which will be sent in an email by HP Redemption Cell along with license key.
- For any service/performance issues regarding MIS, customers need to contact McAfee service center for any help. HP will not be responsible for any service or performance related issues of MIS.
- McAfee Service Center Toll Free No.: 1800-3000-2454, Also refer: <http://service.mcafee.com/faq/country.html>



Protect Your JOY 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/reinventjoy 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: 17th October, 2017

Claim Logged Date:	Amount returned to customer:
Before 17th Jan'17	Full invoiced amount will be given to customer
17th Jan'17- 16th April'17	2.5% will be cut from invoiced amount
17th April'17 - 16th July'17	5% will be cut from invoiced amount
17th July'17 - 16th Oct'18	7.5% will be cut from invoiced amount



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RELIANCE



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.

Customer will receive confirmation from HP Redemption cell about PinePerks account creation with voucher of Rs. 2,500 added in the wallet.

Customer to visit www.PinePerks.in and login using registered mobile no. and OTP sent by HP Redemption cell on registered mobile no.

After logging in, the customer can check their rewards balance of Rs 2,500 in their PinePerks Wallet. Now the customer can choose multiple vouchers from multiple brands of any available denomination and click 'Add to cart'

For eg. The customer receives confirmation of PinePerks account creation on 1st January, 2018.
Now customer needs to buy single/multiple vouchers worth Rs 2,500 from PinePerks before 1st April, 2018.

Customer needs to redeem the PinePerks wallet and buy the vouchers within 3 months of date of wallet credit into his/her PinePerks account.

Customer will receive voucher confirmation on his/her registered mobile no. with voucher code that can be redeemed basis T&Cs of individual brands.

Customer can refer to detailed HP-PinePerks Process flow with screenshots at www.redeemnow.in/reinventjoy



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