

HP REINVENTED WARRANTY



Additional 2 years warranty



1st November 2017 - 31st January 2018

HP REINVENTED WARRANTY

Download the [Excel File](#) and Fill all the required Details in this excel.

If you are a Partner
Documents required

1. Copy of Customer Purchase Invoice copy
2. Copy of RD Invoice copy
3. Copy of Purchase Order copy

If You are a Customer
Documents required

1. Copy of Purchase Invoice copy

Fill the required details in the excel and draft an email to Warranty@redemptionsupport.com attach the excel and required documents on the email.



Offer Details



Additional 2 year Onsite Warranty

- All HP Commercial notebook comes with default 1 year onsite warranty. Customer can choose Additional 2 Year onsite Warranty under this offer
- The Warranty Certificate will be emailed to the customers' registered email ID. There will be no hard copy of the same. Customer need to carry a printout of this warranty Certificate and invoice copy to HP Authorized Service Centers for any service related support

HP Reinvented Warranty Offer — 1st November 2017- 31st January 2018

Important Note: Online registration under this offer is temporarily unavailable, so we request you to follow the steps as mentioned below to complete your registration under HP Re-invented Warranty Offer.

- Offer details : Additional 2 years warranty
- Offer Amount : Pay Rs. 999 to avail this offer
- Steps to redeem the offer benefits:
 - Download the [Excel file](#). Fill all the information in this excel.
 - Draft an email, attaching the Excel and the document required and send the email at warranty@redemptionsupport.com
 - Document required.
 - 1. If you are a partner
 - Customer Purchase Invoice copy
 - RD Invoice copy
 - Purchase Order copy
 - 2. If you are a customer
 - Customer Purchase Invoice copy
- On receipt of these documents, redemption cell shall do verification of the same, and share further communication within 72 hrs. through email / SMS about validation status.
 - Pre-approval stage:
 - Customer will be requested to make a payment on account of offer fee to IRIS Computers LTD, who will do billing against the Carepack and also release link for registration
 - On receipt of payment confirmation from the customer through email, claim approval communication shall be shared to the customer and further processing and release of claimed benefit/s shall be done within a maximum of 30 days from the date of claim approval date
 - Hold stage:
 - In case of any missing details/documents, customer shall be requested to provide the same within given time frame
 - Rejection stage:
 - In case of rejection of claim due non-compliance of the terms of the offer, customer shall be communicated about the same through Email/SMS
- For any further support, customers are requested to write an email to warranty@redemptionsupport.com

Online Payment Process

- Customer needs to perform the below steps within 10 days from the date of Pre-approval email receipt from Redemption Cell:
 - Customer needs to make fund transfer as per Order Confirmation Email to:
 - Payee Name : IRIS Computers LTD
 - Payee Address : A-155, Road No. 04, Mahipalpur New Delhi - 110037
 - Bank Name : CITI Bank N.A.
 - Branch Address : Connaught Circus, New Delhi
 - Account Type : CC
 - Account Number : 0302108021
 - RTGS/IFSC Code : CITI00000002
 - NEFT/IFSC Code : CITI00000002
 - 9 Digit MICR Code : 110037002
 - Reference : Mention Redemption code
- Once fund transfer process is completed make a note of fund transfer reference number (you need to send the same at warranty@redemptionsupport.com), referring your Redemption code received from Redemption Cell under Pre-approval Email
- Razorfish (a div. of TLG India Pvt. Ltd.), will then validate the documents and send an Order Approval Email within 3-4 working days, which will contain details of payment made and timelines for upgrade of Additional 2 Years of Onsite Warranty into HP System

Offline Payment Process

Within 72 hours of registration, a pre-approval email will be sent to the customers' or partners' registered email id confirming the amount that customer or partner needs to pay via an 'At Par' Cheque/Demand Draft.

- A 'At par' Cheque/DD of payable amount towards processing and handling charges (if applicable) in favor of " IRIS Computers LTD", payable at Delhi.

Note: It is mandatory to mention Redemption Code (received under Pre-approval email) on the courier/post and also over backside of Cheque/DD.

- The documents needs to be sent to the following address:
- HP Redemption Cell (Reinvented Warranty),
Office No. 925, 89, Hemkunt Chambers,
Nehru Place, New Delhi – 110019
- On receiving the documents, Razorfish (A Div. Of TLG India Pvt. Ltd.), will validate the documents and send an Order Approval Email within 7 days, which will contain details of payment receipt and timelines for upgrade of Additional 2 Years of Onsite Warranty into HP System.

Terms and Conditions of the Re-invented Warranty Offer

- Only eligible HP product models will be considered under this offer. Please check with your retailer on the validity of the offer on your purchase. HP will not be responsible for any miscommunication in this regard.
- The serial number of the Notebook will be used to check validity of the offer on the Notebook.
- The customer has to share requested details on email within 10 days from the date of purchase with all documents
- Customer need to send the Reference code of the payment made at warranty@redemptionsupport.com within 30 days of the registration made. Claim will be rejected if these timelines are not followed.
- Please note that the claim will be processed ONLY if the Name and Company Name on the invoice and customers' name communicated through email ID is same. 10 Digit notebook serial number clearly written on the invoice copy. We request your attention to these points and request you to submit appropriate details to ensure timely claim approval.
- This offer is ONLY valid for enterprise customer purchases made between 1st November 2017 and 31st January, 2018.
- The HP product models covered under this offer are also available without this offer
- The offer will ONLY be active till 10th February, 2018 (Midnight).
- All customer queries regarding the offer can be directed to warranty@redemptionsupport.com

Terms and Conditions of the Re-invented Warranty Offer

- If the customer send the details within 10 days from the date of purchase, but his/her payment do not reach HP Redemption Cell through At Par Cheque or Directly to IRIS through NEFT or RTGS within next 30 days from the date of online registration, the customer will not be eligible for the offer.
- Please make sure that the email id with which you share is your own id and not the shopkeeper's email id.
- Once the order has been placed after registration and redemption process, that order can neither be cancelled nor modified.
- In case of any customer issues on redemption, all attempts will be made to ensure the validity of the redemption and resolve genuine issues.
- 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.