

Redemption Process:

1. Please visit www.hp.com/in/diwali2012 to register for the offer.
2. You will be directed to a registration FORM. On completing the FORM, you will get a redemption code and a subsequent email providing details of the documents required and the process to be followed.
3. Please send a copy of the Purchase invoice, a cut out of the bar code sticker from the Notebook/Desktop box, (How to find the bar code sticker on the BOX) and a copy of ID proof (driving license, PAN card, Election Card, Passport) along with a Demand Draft Or Payable at par cheque of complete amount to the following address : HP Redemption Cell, Solutions Integrated Marketing Services Pvt Ltd, 24 & 30, Ground Floor, Okhla Industrial Estate, Phase III New Delhi 110020 .
4. The Demand Draft or A/c Payee Cheque (payable at par) has to be drawn in favour of Solutions Integrated Marketing Services Pvt Ltd.
5. Within 7 days of receiving the complete documents, an acknowledgement and approval mail will be sent to your registered email id/mobile number.
6. The following schedule will be followed for sending your gift :
 - a. For cases where there is no Redemption charge, the Camera will be dispatched within 10 days from the date of receipt of documents , provided the documents meet all the requirements of the offer.
 - b. For cases where there is a Redemption charge ,and a demand draft is submitted, the Camera will be dispatched within 10 days from the date of receipt of complete documents as per the offer terms along with the Demand Draft.
 - c. For cases where there is a Redemption charge , and a Payable at Par Cheque is submitted, the Camera will be dispatched within 15 days from the date of receipt of complete documents as per the offer terms and realization of the charge.

Please note that the claim will be processed ONLY if the Name on the invoice, identity proof and the name registered on the registration site is same. We request your attention to this point and request you to submit appropriate details to ensure timely claim approval. Terms and Conditions

1. Offer Applicable for Customer / End Users ONLY.
2. This offer is ONLY valid for end customer purchases made between October 12th , 2012 to November 18th, 2012
3. Please check with your retailer on the validity of the offer on your purchase or visit www.hp.com/in/diwali2012 to check the list of models on which the offer is applicable. HP will be not be responsible for any miscommunication in this regard and only the HP product models mentioned in the site will be considered under this offer.
4. The HP product models covered under this offer are also available without this offer.
5. The serial number of the Notebook / Desktop will be used to check validity of the offer on the product.
6. The customer has to register within 7 days of purchase and all documents have to reach HP Redemption Cell within 10 days of registration.
7. HP redemption Cell will process the claim and send an approval email and sms to the customer within 7 days of receiving the documents.
8. The redemption site will ONLY be active till Nov 25th, 2012, midnight.
9. All customer queries regarding the offer can be directed to notebook@solutions-intg.com
10. If the customer registers within 7 days , but does not submit the documents as per the terms and conditions, the customer will be ineligible for the offer.
11. 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.

12. HP shall not be held responsible for any delay in communication with regard to this offer. Offer can be withdrawn or changed by HP without any notice.
13. If the camera arrives in a damaged condition or the damage is apparent from the condition of the package, the winner should refuse the shipment and obtain a refusal note from the delivery person to claim replacement. HP or the service provider makes no warranties or representations with regard to the type, quality or suitability of the goods provided through the offer.
14. HP does not hold any warranty or make any representation of the delivery, quality, authenticity, merchantability or suitability of the goods/services as may be Promoted under the promo. Any product warranty claims or claims related to manufacturing defects should be referred to the OEM of the product and HP is not liable for the same.

Key Points to Remember:

1. Register purchase within 7 days.
 2. All documents along with redemption charges have to reach HP Redemption Cell within 10 days of registration.
 3. 10 days from date of receipt of documents: Time taken for dispatch of Camera where there is NO Redemption Charge or Redemption Charge is paid via Demand Draft (Subject to approval of claim)
 4. 15 days from date of receipt of documents: Time taken for dispatch of Camera where Redemption Charge is paid via at PAR Cheque (subject to approval of claim)
- Check Status of Your Claim Online ? visit www.redemptionsupport.com, enter your redemption code to check status of your claim.

Via SMS : Send the following SMS to 53030 : CLAIM Via Toll Free : Call HP Call Centre at 1800 4254 999 or 3030 4999

Via email : Send all queries to notebook@solutions-intg.com