

Lenovo Festive Offer -Oct-Nov'2025 Offer

❑ What is the name of this offer/campaign & what are the gratifications?

The Lenovo Festive Offer- Oct-Nov'2025 offers upgrades Warranty, Accidental damage protection and Premium care & Goodies as per below table.

Series	Base warranty	Pay 1999	Pay 2999	Pay 3999
Legion	1 Year warranty, 1 Year LUS and 1 Year ADP	2 Year warranty + 2 Year premium care + 1 Year ADP*	2 Year warranty + 2 Year premium care + 2 Year ADP*	3 Year warranty + 3 Year premium/LUS care + 3 Year ADP* (Whichever applicable basis the base warranty)
Yoga	1 Year warranty, 1 Year PC and 1 Year ADP			
Slim 5	1 Year warranty, 1 Year PC and 1 Year ADP			
Flex 5/Ideapad 5 2in 1	1 Year warranty, 1 Year PC and 1 Year ADP			
LOQ	1 Year warranty and 1 Year ADP			
IP gaming 3	1 Year warranty			
Slim 3	1 Year warranty and 1 Year ADP			
Slim 1	1 Year warranty and 1 Year ADP	*Above includes base warranty of the device		
Chromebook	1 Year warranty			

Series	Base warranty	Offer Price
AIO - All Range	1 year warranty	3 year warranty + 1 year Premium care @Rs.1499
TDT - All Range	1 year warranty	3 year warranty @Rs.999

*Above includes base warranty of the device

❑ This Offer is valid till what period?

For Warranty:

The offer is applicable from 27th October 2025 to 30th November 2025.

The last date of registration is 07th December 2025 & the last date of payment is 14th December 2025

Customer needs to make payment within 7 days from the date of Registration.

❑ Who is eligible for this Offer?

The offers are applicable on select Series / Model Laptops & MTMs machines (refer www.buyalenovo.com/redeem for more details & MTM numbers)

❑ Is this offer applicable for purchase from anywhere in India?

Offer is applicable on products purchased via offline, Lenovo authorized online channels and www.lenovo.com in India within the offer period.

☐ **What will be the URL of the website where I can redeem this offer?**

To avail this offer, eligible customers need to register on the online portal www.buyalenovo.com/redeem by agreeing to the terms and conditions of the offer. The website shall be open for registration only during the offer period and no further claims shall be entertained beyond the Offer Period.

☐ **What is the process of registration?**

Upload Invoice Copy – which must include BUYER's name, purchase date, machine series, serial number, MTM number & dealer's seal and signature, contact details (including address (if applicable), phone number and valid email id), Store Name and Location from where the product has been purchased. Incomplete, indecipherable or illegible information will not be considered, and registration will be deemed invalid.

Registration and payment terms:

1. Customer needs to upload the documents as per the details given on the website.
2. Customer needs to make the payment as per the offer selected on the website.
3. Lenovo will verify the documents and the purchase and approve the selected offer only after receipt of the payment.
4. In case the documents are not valid the amount received will be refunded back within 15 working days to the customer and the offer will not be activated for the said machine.
5. In case the documents are verified and found correct the warranty will be updated for the machine within 11 working days and hardware (In case the offer has hardware included) will be dispatched within 45 days.
6. In case of any discrepancies in the documents submitted customer will be notified through e-mail and the customer needs to submit the correct/necessary documents within 7 working days from the date of notification.
7. If we are unable to deliver the accessories to the registered customer after two attempts, we will initiate a refund.
8. In case the customer doesn't make the payment at the time of registration for the offer, a ticket will be generated and mailed to the customer along with the payment link. The customer can use the payment link to make the payment within 3 days from the day of receipt of the link through email.
9. Our courier vendor will attempt accessories delivery twice. If these attempts are unsuccessful, the case will be closed and no refund will be provided. Customers are then responsible for arranging pickup of the item from our head office.

☐ **Will I get any Case ID or Ticket Number post uploading the scanned copies of the IDs?**

Yes, after the registration process is completed successfully, the customer will receive an acknowledgement on his/her registered email id along with a ticket number. This ticket number can be used as a reference for any future communication on this offer.

☐ **What are the timelines of the Validation process?**

Below are the timelines for the validation process.

- It would take 2- 7 business days from the date of registration to validate the registration and update the customers about the status of the registration.

☐ **Is there any processing fee / payment applicable to redeem the offer?**

Series	Base warranty	Pay 1999	Pay 2999	Pay 3999
Legion	1 Year warranty, 1 Year LUS and 1 Year ADP	2 Year warranty + 2 Year premium care + 1 Year ADP*	2 Year warranty + 2 Year premium care + 2 Year ADP*	3 Year warranty + 3 Year premium/LUS care + 3 Year ADP* (Whichever applicable basis the base warranty)
Yoga	1 Year warranty, 1 Year PC and 1 Year ADP			
Slim 5	1 Year warranty, 1 Year PC and 1 Year ADP			
Flex 5/Ideapad 5 2in 1	1 Year warranty, 1 Year PC and 1 Year ADP			
LOQ	1 Year warranty and 1 Year ADP			
IP gaming 3	1 Year warranty			
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*Above includes base warranty of the device

☐ **How can I make payment to avail these offers?**

You have to make the payment at the time of registration. If you missed it, please check your email for the payment link.

You can also remit payment, either by way of “online payment” or “DD” on or before 14th December 2025 for warranty and DD need to be sent to:

Lenovo Program Manager
C/o – Lenovo Festive Offer- Oct-Nov’2025 Offer
Hash Connect Integrated Services Pvt.
Ltd.No.248, 4th Floor, Samhita Plaza,
Defense Colony, Indiranagar,
CV Raman Hospital Road, Bangalore – 560034

☐ **Do I need to share my documents with BUSINESS PARTNER?**

No. You can register on www.buyalenovo.com/redeem with your necessary details and upload required documents yourself.

☐ **Do I need to submit hard copy of my documents to the BUSINESS PARTNER?**

This offer is completely paperless.

☐ **Whom do I need to contact or what will be the email ID for any concerns or issues on this offer?**

For any queries, please send us an email at redem@buyalenovo.com or contact us at 080-49064431 (During business days between 09:45 AM to 6:15 PM except on public holidays).

☐ **Can I use this offer for my business purposes (SMB/REL)?**

This offer is NOT valid for any organizational purchases, educational institutes or special price clearance cases and also not valid for purchases made by company's Business Partners, National Distributors or Company's Employees or for any of their relatives.

☐ **My BUSINESS PARTNER has got an offer running that allows me to get free accessories. Can I club this with this offer?**

This offer cannot be clubbed with any other end-customer offer run by Lenovo during same /earlier period.

☐ **Can I register for this offer after one or 2 months?**

The offer is applicable for machines purchased within 15 Months of manufacturing date and invoiced between 27th October 2025 to 30th November 2025 for the applicable MTMs.

The last date of registration is 07th December 2025 & the last date of payment is 14th December 2025. To avail accessories offer, the customer needs to register within 7 days from the date of purchase.

Customer needs to make payment within 7 days from the date of Registration.

☐ **What is the MTM criteria of the machines that are eligible to avail the offer?**

You would be eligible to avail the offer only if the Lenovo machine is purchased from India, from a Lenovo Authorized Sales Partner & The offer is applicable for machines purchased within 15 Months of manufacturing date and invoiced between 27th October 2025 to 30th November 2025 to avail warranty offer and the offer is available for the applicable MTMs.

☐ **Are products purchased online eligible to avail the offer?**

Yes. only on the purchase of authorized online partners of Lenovo.

☐ **Is ID proof mandatory?**

Yes, ID proof is mandatory. For accessories offer, Address proof is mandatory.

☐ **Is any ID proof acceptable?**

No, Govt ID with buyer's address is only acceptable.

☐ **Which are the quick reference URLs to get my answers immediately?**

<https://buyalenovo.com/ticket> - to know your registered offer status, for payment link, reason for not

processing documents, for uploading revised documents, gratification dispatch details and the delivery status.

<https://pcsupport.lenovo.com/in/en/warrantylookup> - by typing your machine serial number you can check warranty status.

THE END