

# **DELL GANESHA FESTIVE** **SPECIAL CONSUMER OFFER**

Exclusive for Maharashtra+Karnataka+Andhra Pradesh & Telangana (Only)



**Buy : Inspiron Notebooks:**

- Get 2 Yr Additional Warranty + McAfee Anti Virus Security Software 15 months subscription +LoJack Theft Protectin Software worth 7499 for INR 1999 only
- Get 1 Yr Additional Warranty + McAfee Anti Virus Security Software 15 months subscription +LoJack Theft Protectin Software worth 5499 for INR 1499 only (This offer only for Inspiron 5458 & 5558 models)

**Buy : Inspiron Desktops/All In One's:**

- Get 2 Yr Additional Warranty + McAfee Anti Virus Security Software 15 months subscription worth 4999 for INR 1099 only

**Buy : Vostro Notebooks:**

- Get 2 Yr Additional Warranty for INR 2299 only

***Offers valid: From 4<sup>th</sup> September, 2015 till 25<sup>th</sup> September 2015***

### Authorized GTMs:

- Dell Exclusive Stores
- Multibrand Outlets/Resellers having a valid Sales Affiliate Code
- [www.compuIndia.com](http://www.compuIndia.com) & [www.dell.co.in](http://www.dell.co.in) – Only for Maharashtra, Karnataka, Andhra Pradesh & Telangana shipments/Orders

### How to register for the offer?



The customer has to register on [www.dellfestiveoffers.in](http://www.dellfestiveoffers.in) (For Inspiron Series NB's & DT's) & [www.dellfestiveoffers.in/vostro](http://www.dellfestiveoffers.in/vostro) (For Vostro series) within 7 days from the date of purchase by uploading the scanned copy of the invoice and Personal details including Name, Phone No, Email Id and addresses along with valid service tag number.

#### Registration requires submission of following details;

- a. Name
  - b. Postal Address
  - c. Email id and contact mobile number
  - d. Scan copy of invoice
  - e. Service tag detail
  - f. Scan copy of id proof.
  - g. SA code of Authorized Dell retailer
- Post registration validation eligible participant shall receive registration approval intimation on their registered email within 3 working days and the amount is

required to be paid as expediency charges. The expediency charges will be required to be paid through the payment gateway within 7 working days from the date of receipt of the registration approval mail. The payment gateway link will be provided in the registration approval mail.

- Upon realization of payment, the customer will receive an email regarding the payment acknowledgement and also providing the time line regarding the warranty extension update for their PC.
- The warranty extension will be done in 12 working days from the day of successful payment receipt.
- All customer queries regarding related to payment gateway, document submission or the offer, please reach out to [1800-2700307](tel:1800-2700307) ( Monday – Saturday ) 10 AM - 6 PM or email at [help@dellfestiveoffers.in](mailto:help@dellfestiveoffers.in)

### **Eligible Models under this Promo:**

#### **INSPIRON SERIES OF NOTEBOOKS & DESKTOPS**

INSPIRON 3521 Inspiron DT 3647 SFF

INSPIRON 3537 Inspiron DT 3646 SFF

INSPIRON 3542 Inspiron DT 660s

INSPIRON 5537 Inspiron DT 580s

INSPIRON 7537 Inspiron DT 580 MT

INSPIRON 3442 Inspiron 20 3000 series - 3043

INSPIRON 3437 Inspiron 20 3000 series - 3048

INSPIRON 5421 Inspiron 23 5000 series - 5348

INSPIRON 5437 Inspiron One 2020

INSPIRON 7437 Inspiron One 2330

INSPIRON 3421 Inspiron AIO 2320

INSPIRON 5521 Inspiron AIO 2310

INSPIRON 3551

INSPIRON 3458

INSPIRON 15Z

INSPIRON 5558\*

INSPIRON 5458\*

INSPIRON 5547

INSPIRON 5447

INSPIRON 3148

INSPIRON 7347

INSPIRON 3543

INSPIRON 5548  
INSPIRON 7548  
INSPIRON 3443  
INSPIRON 7348  
INSPIRON 5448  
INSPIRON 3558  
INSPIRON 3541  
INSPIRON 14-3451  
INSPIRON 15-3551  
INSPIRON 3147

\*Model Number INSPIRON 15-5558 consist of default 2 year warranty hence only be 1 year additional warranty upgrade under the offer is available for this product To avail this offer on Inspiron 15 5558 model, the customer will need to pay Rs. 1499.

#### **VOSTRO NOTEBOOKS:**

VOSTRO 3458  
VOSTRO 3445  
VOSTRO 3446  
VOSTRO 3449  
VOSTRO 3558  
VOSTRO 2420  
VOSTRO 2520  
VOSTRO 3360  
VOSTRO 3460  
VOSTRO 3546  
VOSTRO 3560

#### **Warranty Upgrade Terms & Conditions:**

- The Warranty extension of this offer is 2 years additional warranty (including Next Business Day Onsite excluding Accidental Damage)
- Dell warranty extension is subject to validation of your registration detail authenticity of the service tag.
- The warranty extension is provided by Dell India Pvt. Ltd., as per the warranty terms & conditions as set forth by Dell.
- It would take a minimum of 12 working days for the warranty extension to be updated from the date of making the payment.

- Dell warranty extension is subject to back end verification.
- The warranty extension in this offer is valid only for Inspiron Laptop/ Desktop/All In One models only.
- The warranty extension under this offer is not applicable for 4th and 5th year extension and any such request will be rejected
- Customer / partner cannot club Dell Ganesha Offer with our NPOS warranty extension offer mentioned on our website [www.dellwarrantyextension.co.in](http://www.dellwarrantyextension.co.in)
- This offer is a limited promotion. 2nd and 3rd year accidental damage or complete cover service is not applicable.
- Dell reserves the right to reject any warranty extension in case the warranty extension criteria is not met
- **McAfee Anti Virus Security Software 15 months subscription will be available preinstalled on the PC (Available on Inspiron Notebooks/2x1's , Desktops & Vostro Notebooks)**
- **1 Year Absolute LoJack® Theft Protection Software can be activated on the PC here <https://my.lojack.com/register.aspx> (Available on Inspiron Notebooks/2x1's only)**

#### Terms & Conditions:

- This offer is only valid on Inspiron Notebooks , Desktops And All In Ones & Vostro Notebooks made by individual consumers between 4<sup>th</sup>September, 2015 till 25<sup>th</sup> September, 2015 2015 only in Maharashtra, Karnataka, Andhra Pradesh & Telangana states/regions.
- Valid for above mentioned products wherein the Service Tag origin is India.
- \*Model Number INSPIRON 15-5558 consist of default 2 year warranty hence only be 1 year additional warranty upgrade under the offer is available for this product To avail this offer on Inspiron 15 5558 model, the customer will need to pay Rs. 1499.

- The offer is applicable for any above mentioned products purchased from Authorized sources mentioned below-
  - Dell Exclusive Stores
  - Multibrand Outlets/Resellers having a valid Sales Affiliate Code.
  - [www.compuIndia.com](http://www.compuIndia.com) & [www.dell.co.in](http://www.dell.co.in) – For shipment in Kerala/Orders only.
- For offer eligibility, mandatory registration is required on [www.dellfestiveoffers.in](http://www.dellfestiveoffers.in) within 7 calendar dates\* from the date mentioned on the purchase invoice. Registration done post the mentioned period will lead to automatic disqualification.
- Registration can be done on behalf of the end customer by the Retail Store/Reseller
- Registration website shall remain open until 15<sup>th</sup> September, 2015 for all purchases made on 5<sup>th</sup> & 6<sup>th</sup> September.
- Providing incorrect details at the time of registration, will lead to automatic rejection of the offer entitlement.
- Purchase invoice should be in a proper readable format, failing to do so would lead to offer entitlement being automatically rejected.
- Purchase invoice to have Service Tag & Model number clearly mentioned on the invoice, else claim will be rejected.
- Claim approval or rejection will be intimated through the registered email id and mobile number only.
- Invoices issued in favor of organizations or companies will not be eligible for the offer.
- Standard warranty is applicable from the date of manufacture.
- Additionally Warranty is over and above the standard warranty and the same shall be applicable for 2nd and 3rd year from the date of manufacture.
- Any additional warranty is not available on products that come with 2 Year in built warranty
- Any additional warranty purchased shall not be for 4th and 5th year extension.

- Customers are not bound in any manner to participate in this offer.
- Cash redemption is not permissible in this offer.
- Post redemption process, claims or orders cannot in any manner be cancelled or modified.
- In the event of the claim offer being rejected due to discrepancies on valid Service tags, in such circumstances Dell shall in its sole discretion take a decision and such decision shall be final.
- In the event the claim is rejected due to invalid SA Code or for the reason of SA code not matching with Service Tag or for the reason of non-declaration of the SA Code, the recourse for the customer will be against the Retail Store/Reseller only.
- While all efforts are made to check pricing and other errors, inadvertent errors do occur from time to time and Dell reserves the right to decline orders arising from such errors without providing any explanation
- Dell reserves the right to add/modify/delete these terms & conditions without any prior notice and the same shall come into force with immediate effect.
- All applicable taxes shall be borne by the eligible participant.
- The decision of Dell on any matters in relation to or arising from the offer shall be final and binding.
- Dell reserves the right to reject any offer application if the criteria for qualifications are not met.
- Terms and conditions of the offer shall be governed by the laws of India. All disputes would be subject to exclusive jurisdiction of the Bangalore Courts, in India.
- Detailed terms and conditions, redemption process, please visit:  
[www.dellfestiveoffers.in/tnc](http://www.dellfestiveoffers.in/tnc)

## FAQ's:

*What is included in the "Dell Ganesha Festive Special" offer?*

### **Buy : Inspiron Notebooks:**

- Get 2 Yr Additional Warranty +McAfee Anti Virus Security Software 15 months subscription +LoJack Theft Protectin Software worth 7499 for INR 1999 only
- Get 1 Yr Additional Warranty +McAfee Anti Virus Security Software 15 months subscription +LoJack Theft Protectin Software worth 5499 for INR 1499 only (This offer only for Inspiron 5558 model)

### **Buy : Inspiron Desktops/All In One's:**

- Get 2 Yr Additional Warranty +McAfee worth 4999 for INR 1099 only

### **Buy : Vostro Notebooks:**

- Get 2 Yr Additional Warranty for INR 2299 only

When: From 4<sup>th</sup> September, 2015 till September 25<sup>th</sup>, 2015 only (both days included)

### **Eligibility:**

Any end customer who buys from Dell Exclusive Store, Multibrand/ Resellers Outlets having a valid Sales Affiliate Code in Kerala & customers who place order on [www.dell.co.in](http://www.dell.co.in) for shipment in Maharashtra, Karnataka, Andhra Pradesh & Telangana states/regions.

The customer has to register for the offer within 7 days from the day of purchase. For all purchases made on 25<sup>th</sup> Sep, the last date for offer registration will be 2<sup>nd</sup> October, 2015

*Is the offer applicable in all the channels of purchase?*

This offer is applicable only on purchase from Dell Exclusive Store, Multi brand/ Resellers Outlets having a valid Sales Affiliate Code in Maharashtra, Karnataka, Andhra Pradesh & Telangana states/regions & customers who place order on [www.dell.co.in](http://www.dell.co.in) for shipment in Maharashtra, Karnataka, Andhra Pradesh & Telangana states/regions.

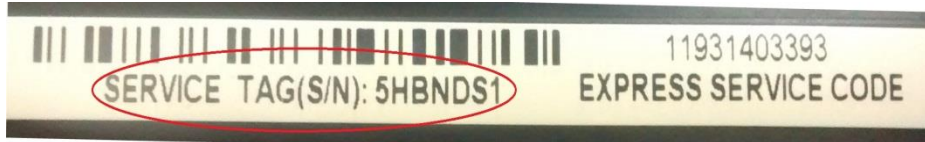


### *How to upload invoice copy?*

Scanned copy of the original invoice can be uploaded on [www.dellfestiveoffers.in](http://www.dellfestiveoffers.in) either in JPEG or PDF formats of file size less than 1 MB.

### *How to locate service tag number?*

Service tag is a combination of alphabet and numbers or numeric (7 characters in total, Eg: 5HBNDS1) and can be found behind your system.



### *What is SA Code & where can it be found?*

Any authorized Dell retailer will have valid SA code (Sales Affiliate code).

### *Already registered but no communication received.*

Once you register for the Dell Ganesha Festive Special offer, your details will be sent for a detailed verification and validation process to be complete in 72 working hours. Once the process is completed you will receive an E-Mail and an SMS on your registered mail ID and phone number with the status of your registration.

### *Entered wrong mail id and phone number.*

If wrong/incomplete details of any nature have been shared at the time of registration and require changes, please write to [help@dellfestiveoffers.in](mailto:help@dellfestiveoffers.in) with Customer details & Order details (PC purchase Invoice, Order ID, Service Tag & SA Code)

### *How do I track the status of my warranty upgrade?*

#### **Pre Validation:**

Once you register for the Dell Ganesha Festive Special offer, your details will be sent for a detailed verification and validation process to be complete in 72 working hours. Once the process is completed you will receive an E-Mail and an SMS on your registered mail ID and phone number with the status of your registration.

**Post Validation:**

2 Year Additional Warranty will be automatically upgraded and the customer will be intimated within 7 working days from the day of successful validation on your registered mail ID and phone number

*Unable to register due to service tag number error.*

Please write to [help@dellfestiveoffers.in](mailto:help@dellfestiveoffers.in) with the Service tag & invoice copy for resolution in 72 hours.

Unable to register due to SA Code error.

Please refer to 6<sup>th</sup> question under FAQs. If the problem still persists, please write to [help@dellfestiveoffers.in](mailto:help@dellfestiveoffers.in)

Kindly check your Spam and Junk folders for mails. In case of Gmail users, kindly look through the promotions and Social tabs in your mail account to make sure you do not miss the communication.

If you do not receive any confirmation, contact [help@dellfestiveoffers.in](mailto:help@dellfestiveoffers.in)

**Customer Care:**

- All customer queries regarding related to payment gateway, document submission or the offer, please reach out to 1800-2700-307 ( Monday – Saturday ) 10 AM - 6 PM or email at [help@dellfestiveoffers.in](mailto:help@dellfestiveoffers.in)
- All customer queries regarding extended warranty please reach out to [Bindu.j@dell.com](mailto:Bindu.j@dell.com) or contact 1800-425-4026 between 9am-6pm (Monday to Friday)