"DIL MANGE MORE” EPP OFFER FAQs
(Offer validity: 19th NOV to 24th NOV 2012)

How is this offer unique?
- This offer is unique in many ways.
  o All shipments are made directly to employees from HP Warehouse. All the savings from channel margins are passed on to the employees.
  o The convenience of paying through the salary. No cheque / No cash / No Credit cards...All you need to do is hit the “Order Now” button and fill the details sought in the order booking form. The backend is equipped to deduct your salary for the order value from your Nov Salary and the product will get delivered at your doorstep.
  o There is no need to submit a claim form to claim the 12% rebate as applicable for HP employees. This will be auto credited to your salary after adjusting (deducting) the income tax applicable on the total benefits passed to employees.

How is this offer better from the previous Navratra EPP offer?
- This offer is different in many ways as follows, taking into account various feedback received from our employees.
  o More Product choices – Laptops & AIOs.
  o More Models to choose from – 5 Notebooks & 3 AIOs.
  o More price points – Rs. 27490/- onwards to Rs. 71990/-
  o More simplified – No Redemption process for gift. Gift is by default.
  o More flexibility – Get the product & gift delivered at different addresses.
  o More juicy deal – Camera offer is exclusive to HP employees – It is no more available from Trade.

What is Retail Price and Employee special price?
- Retail price is the one at which the products are estimated to be available from Retail stores. These price points may vary a bit from location to location and partner to partner.
- The employee offer in conjunction with Special Price + Back pack + Camera makes it the best offer in town.
What is the color of these products? Do I have an option to choose other colors?
- The color of the products offered is mentioned in the detailed specification.
- To avoid complexity in execution, we have kept the most liked & fastest moving color as the standard offering.
- So, there is no separate option to choose colors.

Is Carry case, included in this price / offer for notebooks?
- Yes. Each notebook includes carry case as a part of the offered price.
- This will be invoiced and shipped as a separate line item alongwith the product.
- You donot have to pay anything extra for the carrycase.

How many units can I buy under this offer?
- Your Employee Purchase Program rebate (which you claim annually) is 1:00 Lac and as per this policy, you are entitled to purchase maximum of 2 units of each product categories.
- If you have already availed Navratra EPP, you can still avail the balance of the rebate program under this new DIL MAANGE MORE offer.
  o For example, if you have availed Navratra offer and purchased 2 Laptops for 60000/- you can, buy additional AIO Desktops on this offer. The 12% rebate you can get will be only upto 40000/-, even though you purchase AIO priced at 62490/-.  
  o If you have purchased only one notebook in Navratra offer at 40000/-, you can buy one more notebook and / or 2 more AIOs. The total order value in this 2rd offer can be any amount, but the 12% rebate will be only upto 60000/- or the order value, whichever is lesser.
  o If you have not purchased anything in the Navratra offer, you can purchase 2 units of Notebooks and 2 units of AIOs each. If the order value exceeds 1.00 Lac rupees, you will get the 12% rebate only upto 1.00 Lac rupees.
- While all the above were based on EPP rebate policy, the order value cannot exceed NOV/12 net salary.
- Thus, both conditions apply.

Are these products new or re-furbished?
- These are brand new and fresh from the warehouse. There is absolutely no difference in the product offered in the trade / retail and these products.
What is this Jabong Voucher? How can I use them? Is there a minimum purchase value?
These are discount vouchers for different product categories as listed below.
Yes. There is a minimum purchase value upon which the mentioned discount can be availed.

<table>
<thead>
<tr>
<th>Applicable Products</th>
<th>Vouchers Details</th>
<th>Product Category against which voucher can be used</th>
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</thead>
<tbody>
<tr>
<td>All Models of HP Notebooks Desktops &amp; All in One PC's</td>
<td>Rs 1000 x 2 Vouchers</td>
<td>Apparel</td>
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<td>Rs 1000 x 2 Vouchers</td>
<td>Shoes/Footwear</td>
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<td>Rs 1000 x 2 Vouchers</td>
<td>Jewellery</td>
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<td>Jewellery</td>
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Vouchers will be valid till December 15th, 2012
Rs 1000/- discount vouchers applicable on purchase of Rs 4000/- per voucher, Rs 500/- discount voucher applicable on purchase of Rs 2,500/- per voucher. Enter Voucher code while check out to claim discount
For first time users, Jabong offers a Rs 2000/- discount voucher on registration on their website, this will be additional to HP offer

If a customer goes directly to www.Jabong.com, he will get Rs 2,000/- discount voucher on registration? What will happen to that?
This offer from Jabong.com is available for first time buyers. The HP offer of Rs 10,000/- vouchers is additional to this offer and first time customer can benefit with Rs 12,000/- vouchers.

If Customer has a problem with delivery or the product, who will they contact?
Customers will be engaging with Jabong—and as such, all communication will be between the customer and Jabong. This is also mentioned on the terms and conditions of the offer.

Does Jabong dispatch goods in small towns?
: Being an online store, Jabong covers all India—and delivers to over 10,000 Pin codes!!
Typical Jabong Discount voucher usage scenario:

- What is the difference between effective price & salary deduction amount?
  - There are two kinds of discounts in this program (a) Upfront discount on the Retail prices and (b) Employee rebate of 12% as per policy.
  - Retail Price – Upfront discount = Invoice value (incl of VAT). Your salary deduction from Nov’12 Salary will be this Invoice value amount.
  - The 12% rebate (as per policy document), after deducting the Income tax as applicable on the total discount will be credited to your salary in Dec Month salary cycle (31st Dec 2012).
  - The Invoice price, less this 12% rebate (Invoice Price – 12% employee discount) is the derived price to you, which is stated as effective price.
  - This effective price may vary (will be lower than indicated effective price) from employee to employee, depending on their tax brackets, as the 12% rebate will be credited after deducting the total tax applicable on the total discounts.
  - Essentially, the effective price shown is applicable for employees, who is not falling under tax bracket.

- How will I know, whether my order is successfully submitted?
  - All orders submitted successfully, will give an Order booking reference number.
  - You will get this as a pop up or as an email sent to your office email ID.
  - You should note & save this number carefully, for all future references or correspondence.
If I do not receive any order booking reference number, what should I presume?
- The system is designed to give an order ref. number, whenever it accepts a successful submission.
- If you have not received a reference number, you can presume the order submission was not successful, unless your computer has shut down, just when the order reference number was being sent to you. In this case, pls check your mail box. If you have not received the reference number in the mail box also, then likely your order has not been submitted successfully.
- You should try to re-enter & submit the order again.

What options do I have to amend / cancel, after submitting the order?
- Orders once submitted and after the last day of the offer, it will be impossible to cancel or amend the orders. This includes even a change in shipping address or adding one digit in the Pin code kind of amendments. This is becoz, the order processing is system / process driven with minimal human intervention.
- Further, any human intervention and manual corrections are too cumbersome, time consuming and can potentially create more damage than good. Hence, we donot support any request for amendment or cancellation post the submission of the order.
- So, you should think through and then only submit your order.

What is my Income Tax implication?
- All the benefits that are exclusive to HP employees are considered as perquisite income and hence taxable as per Income tax rules and tax will be charged as per % slabs that your annual earnings fall.

When will the tax computation be done & debited to my salary?
- The tax computation can happen at any of the below two stages.
  a) While remitting the 12% rebate, the tax component may get deducted and only the balance will be remitted.
  b) As a part of annual tax computation.
What are the specs of the camera being offered in this offer?
- It is a Nikon branded camera with the following specifications.
  - 16 MegaPixels
  - 6X Optical Zoon
  - 2.7 Inches LCD Screen
  - HD Movie
  - Retail Price: Rs.6950/-
  - Camera Pouch included.
  - Zoom angle begins at wide angle 26mm
  - Elegant styling and a 19.5mm ultra-slim body
  - Scene Auto selector mode, Smart Portrait mode,
    Subject tracking, Pet Portrait mode for shooting wide range of scenes.
  - Electronic VR (Vibration reduction)
  - Hindi language support.

Can I gift the laptops to my family members?
- You can use the product for your personal use or gift to your family members.
- They cannot be resold at all.

What if my order value is > my Nov’12 net salary?
- The total order will be summarily rejected and no further communication can be entertained on this.

If my order value exceeds my Nov’12 net salary, can I pay the difference money through a cheque?
- Sorry. This program objectively drives convenience of purchase without transactional hassles. So, the only mode of payment for this offer is through the salary only.

I am employed in a state, where this offer is not applicable for delivery. Why is it so? How can I get benefitted?
- This is the first time, we are trying to ship the units directly to the employees and pass the entire savings therein.
- Owing to limitations in terms of declaration documents, road permits and other logistic hassles, we have avoided those states.
- However, you can still avail the offer, as long as you seek delivery within the states, where delivery is possible.
When will I get delivery, if I order between 19th ~ 23rd Nov'12?
- The first stage of order processing starts with salary deduction confirmation by 30th Nov.
- Post this, the order entry will happen for qualifying orders (after deletion of orders where Order value > Nov’12 net salary).
- Supply chain is expected to courier all invoiced orders starting from 10th Dec, so as to reach by mid of Dec. Only in stock out situations, few orders could get delayed.

What happens to my order, after successful submission?
- The order will go for validation at Payroll. Orders whose value exceeds the employee’s Nov salary will get deleted.
- Payroll will validate other factors like HP entity, Employee code etc and then process salary deduction to the value of the order.
- Upon confirmation from Payroll on salary deduction, the order will be entered in the system for processing.
  o Here, the order will go through different stages of processing such as Credit release, DN drop, Invoicing & delivery.

Will all the qualified orders get delivered?
- Every attempt will be made to deliver all the qualifying orders.
- The stocks will be allocated on first come first served basis.
- However, if for any reasons (including stock out situations), the order cannot be delivered, it will be notified to you and the deducted salary will be credited back to your salary in Dec cycle.

How will I know the status of my order?
- By 1st of Dec, we will communicate a link to all employees who have logged in orders under this program, where you can enter your order number and check the status of your orders.

If I have any additional queries, who can we reach out to?
- After the validity of the offer, you can write to shaily.agnihotri@solutions-intg.com, and seek clarifications.

Offer document mentions about Income tax. What is it?
- Discounts given in this offer are taxable under Income tax rules. Our payroll department will calculate the tax amount depending on your tax bracket and debit the same to your salary.
- As the individual’s tax component will vary, we have mentioned the prices with an asterisk.
If I avail this offer, can I still get the benefit of employee rebate which I claim once in a year?
- Addressed as above in Point # 1.

Do I have to submit a claim form or Invoice copy to get the 12% rebate of this Invoice under this offer?
- No. This will be automatically credited to your salary account for all executed orders, as long as you are entitled for this employee rebate program.
- Income tax, as applicable on the total discount offered will be deducted.

Who all can avail this Program?
All permanent employees of HP India can avail this program.

What will be the warranty for the products in this offer?
Standard product warranty is applicable.

What should I do, if I do not get the delivery of the product?
You can check on the Order status link, after 6th Dec. However, if you still have additional queries, you can write to shaily.agnihotri@solutions-intg.com