

Appendix 1 – Terms & Conditions

Participants agree to be bound by these Terms and Conditions (the '**Terms and Conditions**'). Any information or instructions published by the Promoter about the Promotion at <https://lenovo-promos.com/PricePromise> form part of these Terms and Conditions.

The Promoter

1. The Promoter is Lenovo Technology (United Kingdom) Ltd.

Promotional Period

2. The Promotion will commence on 22nd April 2026 (00:01 – local time) and will end on 30th June 2026 (23:59 – local time) (the "**Promotional Period**").

Eligibility

3. To be eligible to participate in the Promotion you must be an individual over the age of 18 and legally resident in the United Kingdom (including the Channel Islands and Isle of Man) and Republic of Ireland with a valid GBP/EUR bank account ("**Participant**").
4. Employees or agents of the Promoter, stockists, retailers and resellers are not eligible to enter.
5. Participants must purchase an eligible Lenovo product from:
 - a. United Kingdom: Amazon (sold by Amazon UK only, not Amazon EU or other non-UK branches), AO.com, Argos, But-It, Costco, Curry's PC World, DID, Ebuyer, EE, Fivetech, Harvey Norman, Harvey Norman UK, John Lewis, Laptop Outlet, Overclockers, Power City, Scan, Soundstore, Very Group, Joybuy or Lenovo.com; and
 - b. Republic of Ireland: Currys Ireland, Argos Ireland, Amazon.ie (sold by Amazon IE only, not Amazon EU or other non-ROI branches) , Harvey Norman, Lenovo.com, DID, Power City or Soundstore.

(each a "**Participating Retailer**"). For the avoidance of doubt, for purchases made in the United Kingdom, "Amazon" means Amazon UK (and only Qualifying Products sold and shipped by Amazon UK), and for purchases made in the Republic of Ireland, "Amazon" means Amazon IE; in all claims, valid proof of purchase screenshots must clearly identify the applicable Amazon entity as both the seller and shipper. Purchases made from other Amazon entities or third-party sellers are excluded unless expressly stated otherwise.

6. This is an end-user offer; businesses and resellers are not eligible. To be eligible to take part in the Promotion, Participants must purchase their Qualifying Product as an end user from a Participating Reseller. Purchases from auction websites or 3rd party marketplaces, such as eBay or Amazon Marketplace are specifically excluded from this Promotion.

Offer

7. Participants who purchase a new (i.e. not used or second hand) Lenovo product as listed in the "Can I Claim?" page ("**Qualifying Product**") within the Promotional Period from a Participating Retailer, who register their purchase within fourteen (14) days and by 21st October 2026 subsequently finds the same product for sale either online or in store at a lower price by any of the Participating Retailers listed in Condition 5 above, with the same service conditions ("**Lower Priced Product**"), will be eligible to receive a partial refund amount equal to the difference between the applicable purchase price (see Conditions 14, 15, and 16 below) of the Qualifying Product and the price advertised by the Participating Retailer of the Lower Priced Product ("**Refund**") (see Condition 13 below), subject to full compliance with these Terms and Conditions. For the avoidance of doubt, Qualifying Products purchased as part of a bundle are excluded from the Promotion.

Claims

8. To claim a Refund, UK Participants must visit: <https://lenovo-promos.com/PricePromise> and complete the presented online registration form and submit a copy of their proof of purchase (“**Proof of Purchase**”) of the Qualifying Product, within fourteen (14) calendar days of the purchase date. The purchase date counts as day one (1) (the '**Registration**').
9. Only the Proof of Purchase issued by a Participating Retailer and in which the purchase price of the Qualifying Product is clearly indicated and fully paid shall be accepted as Proof of Purchase. The Proof of Purchase must also contain the serial number of the Qualifying Product purchased. If the Proof of Purchase is not valid or it has not been included in the Registration, the Participant will be informed by email and they will receive a missing information email at the email address provided during Registration; consequently, the Participant will have seven (7) calendar days to provide a valid Proof of Purchase. Communication emails can be registered as spam by some email providers. After this period has passed, the Registration will be rejected, and the Participant will not be able to take part in the Promotion. It is the Participant’s responsibility to periodically check the receipt of communications sent to them by consulting the junk mailbox folder as well. Neither the Promoter nor the Administrator may be held responsible for the non-receipt of the communication email. If, in the timeframe described above, the Participant does not receive any such communication, it shall be the Participant’s responsibility to contact the Promoter at the email listed at Condition 15 below.
10. Once the Participant submits a Registration, it will take up to five (5) working days before receiving a confirmation email. Following confirmation of receipt of a valid and complete Registration, the Participant shall be able to Claim a Refund in accordance with these Promotion Terms, subject to the procedures outlined below, by submitting their Claim between 22nd May 2026 and 21st October 2026 (“**Claim Window**”). For the avoidance of doubt, the Claim Window is fixed and applies to all Participants. Accordingly, the length of time available to submit a Claim may differ depending on the Participant’s purchase data and completion of a valid Registration.
11. Participants may return to the website in Condition 8 and must submit an application for a Refund (“**Claim**”) within the Claim Window by completing the required fields and uploading a screenshot or photo of the Participating Retailers’ advertisement of the Qualifying Product at the lower price (meeting the requirements set out in Condition 13 below). For Lower Priced Products, the screenshot must be taken from the product page itself; screenshots of the product in the cart or checkout are not accepted.
12. Provided your application is approved upon receipt of a complete and valid Claim and compliance in full with these Promotion Terms, you will receive the partial Refund within thirty (30) days in the local currency to the bank account nominated in your Claim.
13. For a device to qualify for a Refund the Lower Priced Product found at a Participating Retailer must meet the following conditions at the time of Claim):
 - i. The Lower Priced Product must be advertised and offered by the same Participating Retailer the Qualifying Product was purchased from, at a lower price that is publicly available on the relevant URL. Purchases from call centres are excluded;
 - ii. The Lower Priced Product offered must be currently in stock and available to order and pay for dispatch or collection (i.e. available to “add to basket”);
 - iii. The part number of the Lower Priced Product must be a UK product and identical in terms of make, model, size and colour to the original purchased Qualifying Product as stated on the applicable proof of purchase;
 - iv. The Lower Priced Product offered must be brand new, unmodified, and in original packaging. Refurbished, reconditioned, used, damaged, returned,

- modified, open box, demonstrator or otherwise not in the same condition products (including their packaging) are excluded from the Promotion;
- v. Claims for products with a lower advertised price will not be accepted if the products are out of stock at the time of the Claim.
 - vi. Lower Priced Products available at a lower price due to price reductions including but not limited to, discount voucher codes, bundles, trade-in or loyalty schemes are excluded from the Promotion;
 - vii. The Lower Priced Product must not be a pricing error by the Participating Retailer;
 - viii. The Participant must be able to show reasonable supporting evidence of the above (see Condition 11 above).
14. Participants who have used a gift card, Trade In or Trade-Up in order to lower the actual price paid of their purchased Qualifying Product are eligible to take part in the Promotion and receive a Refund equivalent to the difference between the respective advertised prices, i.e. the amount of any gift card, Trade In or Trade-Up discount will not be taken into account. Where this is the case, the Trade In or Trade-Up discount must be shown clearly on the applicable proof of purchase.
 15. Participants who have used a coupon or promotional discount code in order to lower the actual price paid of their purchased Qualifying Product are not eligible to take part in the Promotion, unless the coupon or promotional discount code terms and conditions specifically state otherwise.
 16. The Refund amount payable under this Promotion will be equal to the difference between the purchase price of the Qualifying Product as stated on the applicable Proof of Purchase and the advertised price online by the Participating Retailer of the Lower Priced Product, and will in all circumstances be subject to the applicable Maximum Refund specified in Table 1 below. For the avoidance of doubt, the Refund amount excludes shipping, delivery, installation fees and any other additional charges. The maximum Refund available under this Promotion is limited to the values as listed in **Table 1** below (“**Maximum Refund**”).

Table 1 – Maximum Refunds

Purchase Price (£/€)	Up to £399.00/€463.00	£399.01-£699.00	£699.01 - £999.00
		€463.01-€811.00	€811.01-€1158.00
Maximum Refund (£/€)	£300.00 / €348.00	£350.00 / €406.00	£450.00 / €464.00

17. If the Claim does not meet the conditions for a Refund, Participants will receive notification of this. The Promoter will inform the Participant whether a Claim has been rejected by e-mail.
18. If an email acknowledgement has not been received within five (5) days of the Claim being submitted, it is the Participant’s responsibility to contact our promotional support team at pricepromise@lenovo-promos.com or by telephone on (UK) 0330 551 3645 or (ROI) +353 1800 903 293.
19. This Promotion will run in conjunction with all other Lenovo warranties or returns policies, whether in-box or statutory. Any default or technical failure with a Qualifying Product which occurs within thirty (30) days of purchase is excluded from this Promotion, as it is covered by the Participating Retailer’s warranty and return policy. For the avoidance of

doubt, any request for a return made within thirty (30) days after purchase shall be redirected to the Participating Retailer where it was purchased.

20. Qualifying Products which have suffered widespread mechanical breakdown, catastrophic failure, endemic or epidemic failure or other damage as generally known or reported, are excluded from this Promotion. Any Claim in respect of a Qualifying Product that is subject to media reports of endemic failure, and which is not based on an actual defect in the specific Qualifying Product purchased will be rejected. In these instances, the Participant should seek to rely on the Promoter's standard warranty process for relief.
21. Only the legal owner of the Qualifying Product who has completed a valid Registration of their purchase in accordance with these Promotion Terms may participate in the Promotion. In the event of the resale of the Qualifying Product during the first 12 months of purchase, the rights described in this document and related to this Promotion do not transfer with such sale.
22. The Promoter reserves the right at its absolute discretion to disqualify claims which it considers do not comply with these terms and conditions.
23. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claims including, without limitation, to require further verification as to proof of purchase, as well as the identity, age, and other relevant details of a Participant.
24. If a Participant returns the Qualifying Product after submitting a Claim, the Claim will be cancelled, and no Refund paid. The Promoter reserves the right to check with the retailer whether a Qualifying Product has been returned and, by submitting a claim, the Participant provides consent to the Promoter to do so. The Promoter reserves the right to report suspicious activity or Claims to the police.
25. A Claim must be made by the Participant and must not be made through agents or third parties. A maximum one (1) Claim per Participant will be accepted and no more than one Claim per Qualifying Product purchased.
26. If name and address are shown on the proof of purchase these must match the Participant's details included on the Claim form.

Privacy and Data Protection

27. The Promoter may use any personal information submitted by the Participant to advise Participants of future promotions and to provide information about products of the Promoter or its associated companies that may be of interest. The Participant hereby consents to such personal information being used for this purpose and confirms that it agrees with the Promoter's privacy policy available at: (UK) <https://www.lenovo.com/gb/en/privacy>. The Participant may withdraw consent to such use of personal information by writing to the Promoter or by using the opt-out process outlined in the Promoter's privacy policy.
28. Other than as set out in these terms and conditions or for the purposes of operating the Promotion, the details and information provided by the Participant when entering the Promotion or claiming the Refund will not be used for any promotional purpose, nor shall they be passed to any third party.

General

29. The Promoter shall not be liable for any interruption to the Promotion whether due to force majeure or other factors beyond the Promoter's control.
30. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the Terms and Conditions of the Promotion.
31. The Promoter will not be responsible or liable for: (a) any failure to receive submissions due to transmission failures and other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged transmissions or claims; (c) any computer or communications related

malfunctions or failures; (d) any disruptions, losses or damages caused by events beyond the control of the Promoter; or (e) any printing or typographical errors in any materials associated with the Promotion.

32. Participants will be solely responsible for any and all applicable taxes and any other relevant costs or expenses which are not stated in the Terms and Conditions as included in this Promotion.
33. By participating in this Promotion, Participants agree, to the maximum extent permitted by applicable laws, to release and hold the Promoter harmless from any and all liability whatsoever for any injuries, losses or damages of any kind arising from participation in or in connection with the Promotion, including without limitation, awarding, acceptance, receipt, of the Refund. The above limitation of liability shall not apply to death or personal injury caused as a result of Promoter's negligence.
34. This Promotion is governed by the law of England and Wales.

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