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## 1. Advanced Exchange – Scope of Service

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### 1.1 The service:

Lenovo will assist Customer to resolve any technical issue remotely. Lenovo will exchange the failed product with a permanent replacement unit if the technical issue cannot be resolved remotely.

### 1.2 Type of replacement unit:

The replacement unit will be a new or refurbished product unit. A refurbished product unit will be the same or a more recent model, free of major cosmetic defects and equivalent to new in performance, offering functionality at least equivalent to that of the replaced product.

### 1.3 Shipping:

The replacement unit will be shipped to your location free of freight charges, during the next business day\* for which you have a coverage window. The replaced product becomes the property of Lenovo and will be collected by Lenovo at your location.

### 1.4 Hours of coverage:

Next Business Day\*. The coverage window specifies the coverage hours during which your call may be logged and service is delivered.

The following coverage windows are available for telephone support:

- ☐ *Standard:* Service is available within the business hours in local time, Monday through Friday, excluding public holidays.

A Call must be received before the local cut off time during the contracted coverage window to activate an exchange service with next-business-day delivery. The replacement unit will be delivered during the contracted coverage window.

\*If the site location is not accessible by driving and thus requires special access (for example, remote areas or islands), service may be subjected to additional support charges, longer response times, reduced service coverage mode, as determined by Lenovo. Please check with local support conditions with your local sales representative.