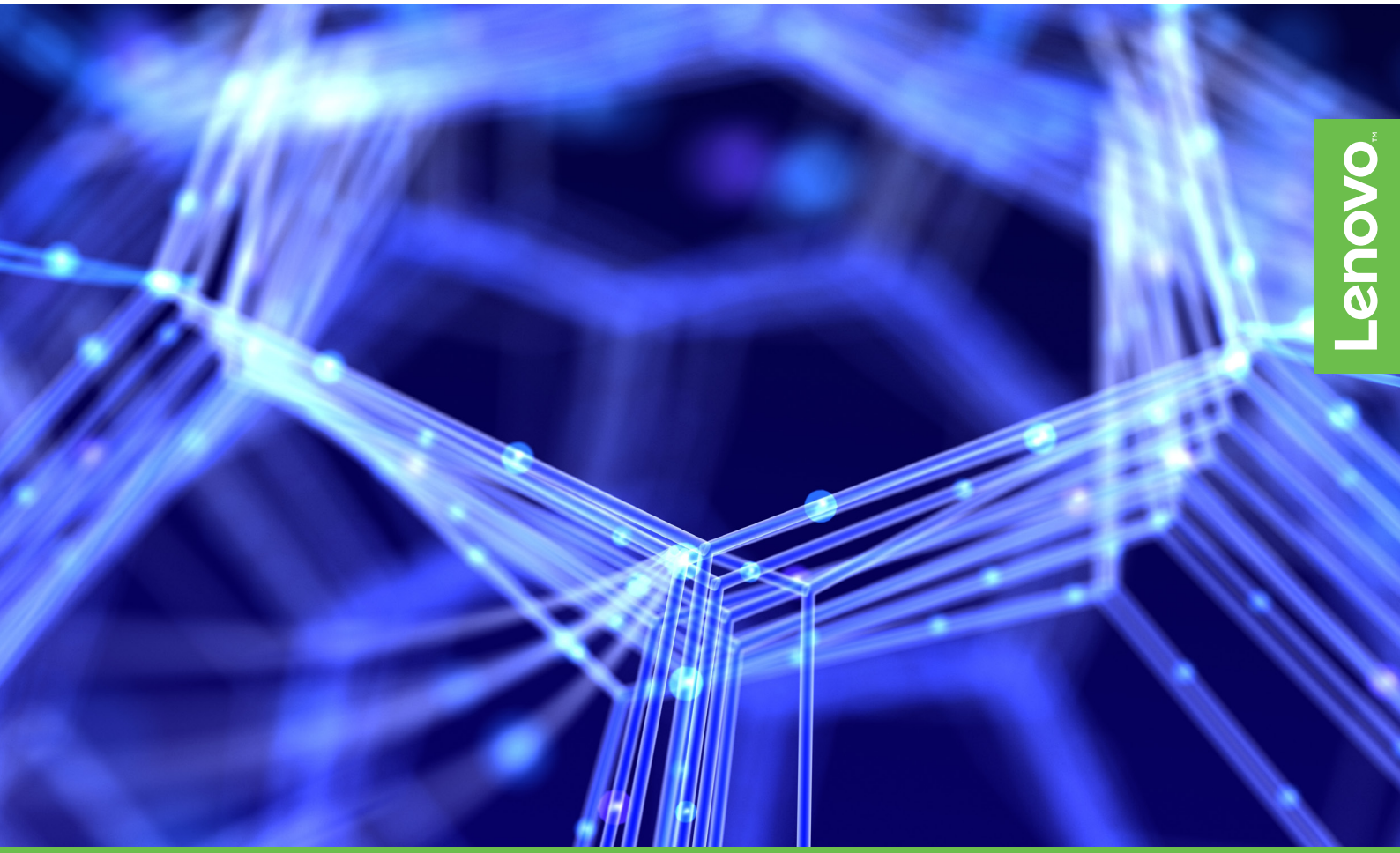
Warranty | Protection | Factory Services | Managed Services | Asset Recovery and Disposal



LENOVO™ WARRANTY SERVICES

PROTECT YOUR INVESTMENT

Lenovo™ offers a comprehensive portfolio of services that support the full lifecycle of your Lenovo™ IT assets. At every stage from planning, deployment, support to asset recovery, we offer the expertise and services you need to more accurately budget for IT expenses, deliver better service level agreements and generate greater end-user satisfaction. Let Lenovo™ Services' unique offerings and expertise help you get the most out of your technology investment.

WHY LENOVO™?

- No one knows our products like we do. The best products deserve the best service.
- Certified Lenovo™ technicians use Lenovo™-Qualified parts for the highest quality repairs.
- Our global network of regional support centers offers consistent, local-language support to your organization and employees, wherever they are.

COST SAVINGS

Minimize unplanned operating and maintenance expenses.

GLOBAL COVERAGE

Consistent service levels for multinational organizations, with in-region and local-language support.

INCREASE UPTIME AND PRODUCTIVITY

Convenient On-site and Expedited Depot options.

CUSTOMIZE TO YOUR NEEDS

Lenovo's flexible warranty options are designed to fit the varying needs within an organization. Match service coverage duration with the expected lifecycle of your PCs.

OFFER DETAILS

- **Warranty Extensions** are available for periods of up to five years (depending on system) providing a fixed-term, fixed-cost service solution that allows accurate budgeting for equipment expenses.
- **Warranty Upgrades** enable customers to vary response time and level of service to match critical support needs.

These options can be selected at the time of purchase or within the term of initial base warranty coverage. Depending on the initial base warranty of the system, service plans are available with the following service levels:

REPAIR AT LENOVO'S LOCATION

- Mail-in – Parts and labor repair coverage, where the customer is responsible for shipping (including packaging) to authorized warranty provider or repair center[1].
- Carry-in – Parts and labor repair coverage, where the customer is responsible for delivery to authorized warranty provider or repair center[1].
- Depot – Parts and labor repair coverage, where shipping (including packaging) or delivery to the repair center is paid for by Lenovo™.
- Expedited Depot[3] – Parts and labor coverage with expedited turnaround. Shipping (including packaging) or delivery to the repair center is paid for by Lenovo™.

REPAIR AT CUSTOMER'S LOCATION

- On-site – Parts and labor repair coverage, where labor is provided on-site at the customer's place of business or home. If Lenovo™ determines your product problem is covered by the product warranty and cannot be resolved over the telephone, a technician will be dispatched to arrive on-site, typically the next day[2].
- On-site + Technical Install CRU (Customer Replaceable Unit parts) – With a base warranty, installation of self-service CRUs is typically the customer's responsibility, however with technician-installed CRU service Lenovo's on-site service includes installation of all needed CRUs[2].

OTHER WARRANTY UPGRADES

- Premier Support – Lenovo™ Premier Support connects your organization directly with Lenovo's advanced technicians, who will provide hardware and software support with unscripted trouble-shooting, end-to-end case and relationship management, and prioritized parts and labor response when required.
- International Service Entitlement – The international service entitlement upgrade is purchased in addition to one or more applicable optional services that extends coverage to outside of the user's home country. International service entitlement upgrades are applicable to the following Lenovo™ services: Sealed Battery Warranty, Keep Your Drive, Accidental Damage Protection. The service level will be provided at the same level as the user's home country or closest service level available in the outside country.

Lenovo Services

Lenovo™ Warranty Services are part of a comprehensive portfolio that supports the entire lifecycle of your PCs. For more information on this, or other service offerings, please **call your Lenovo Sales representative.**

1] Carry-in or Mail-in Service may not be available in all regions. 2] If Lenovo determines your product problem is covered by the product warranty and cannot be resolved over the telephone or through a customer replaceable part, repair will be made on-site. 3] Subject to country availability. All products and offers are subject to availability. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic or typographic errors. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit www.lenovo.com. The following are trademarks or registered trademarks of Lenovo: Lenovo, the Lenovo logo, ThinkPad, For Those Who Do and ThinkPlus. Other company, product and service name may be trademarks or service marks of others. **©2016 Lenovo. All rights reserved.**