Lenovo Accidental Damage Protection

The Plan

This Warranty is sold by Servify (Service Lee Technologies Pvt. Ltd.) and fulfilled by Lenovo for Laptops / Tablets, AIO & Desktops ("Device") sold by Lenovo through Amazon in India & in its original packaging. This plan is not valid for any products that are either refurbished or purchased by a customer post a return from the first customer, even in unboxed condition.

Plan feature

- Get the peace of mind and coverage for repairs with the convenience of in-home service. No hidden fees, you won't pay a rupee in deductibles and fees for warranty service.
  Lenovo warrants that each Lenovo hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period.

Coverage

- The warranty period for the product starts on the original date of purchase as shown on your sales receipt or invoice or as may be otherwise specified by Lenovo. This protection plan only applies to products in the country or region of purchase.
- Lenovo Authorized protection against accidental drops, spills, bumps, and structural failures incurred under normal operating conditions or handling, including electrical surges and damage to the integrated LCD screen.
- Warranty Period for all Lenovo batteries, stylus, and digitizer pens shipped along with notebook or tablet products is limited to the coverage period. Any Extended Warranty which is purchased for notebook and tablet unit will not apply to aforesaid products unless otherwise specified. This means that Lenovo will provide warranty service without charge for batteries, stylus, and digitizer pens during the 12 months of the warranty period. Any subsequent repair or replacement thereafter will be on chargeable basis.
- Warranty Period for external keyboard and external mice shipped along with Idea and Lenovo branded desktop and All-in-One (excluding Think branded products) is limited to 12 months. Any Extended Warranty which is purchased for Idea and Lenovo branded desktop and All-in-One units will not apply to aforesaid products unless otherwise specified. This means that Lenovo will provide warranty service without charge for keyboard and mice during the first 12 months of the warranty period. Any subsequent repair or replacement thereafter will be on chargeable basis.
- Warranty service may not be available in all locations and may differ from location to location. For accessories, be sure to retain your proof of purchase and packing material. They might be required to receive warranty service from the Lenovo Authorized Service Partner.

Inclusions

Types of Warranty Service

1. On-site Service
   - Under On-Site Service, a Service Provider will either repair or exchange the product at your location. You must provide a suitable working area to allow disassembly and reassembly of the product. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to the service center at its expense.
2. Courier or Depot Service

- Under Courier or Depot Service, your product will be repaired or exchanged at a designated service center, with shipping at the expense of the Service Provider. You are responsible for disconnecting the product and packing it in a shipping container provided to you to return your product to a designated service center. A courier will pick up your product and deliver it to the designated service center. The service center will return the product to you at its expense.

3. Customer Carry-In Service
    - Under Customer Carry-In Service, your product will be repaired or exchanged after you deliver it to a designated service center at your risk and expense. After the product has been repaired or exchanged, it will be made available to you for collection. If you fail to collect the product, the Service Provider may dispose of the product as it sees fit, with no liability to you.

Exclusions

- Does not apply to Lenovo Servers, Storage and Phone products
- Uninterrupted or error-free operation of a product
- Loss of, or damage to, your data by a product
- Any software programs, whether provided with the product or installed subsequently
- Failure or damage resulting from misuse, abuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, improper maintenance, or use not in accordance with product information materials
- Damage caused by a non-authorized service provider
- Failure of, or damage caused by, any third party products, including those that Lenovo may provide or integrate into the Lenovo product at your request
- Any technical or other support, such as assistance with “how-to” questions and those regarding product set-up and installation
- Products or parts with an altered identification label or from which the identification label has been removed

Service Request Process

In the event of defect to the Registered Device, you (Customer) are required to:

- Immediately (not later than 72 Hours from the time of the defect) inform Lenovo support on Phone - 1800-419-7555, or email - consumerts@lenovo.com, detailing the defect, and any documentary evidence of the defect.
- Please note, you (Customer) will not handover the Registered Device for repairs at any service centre, including at any Lenovo Authorised Service Centre until confirmed by Lenovo. It is expressly stated that Lenovo will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you (Customer) before the approval from Lenovo; any liabilities arising out of such actions before the in-principal approval of the request from Lenovo will be solely handled by you at your own expense

Service Fulfilment Process

- Lenovo provides services through OnSite Service for the Registered Device, for serviceable locations.
- Under On-Site Service, a Service Provider will either repair or exchange the product at your location. You must provide a suitable working area to allow disassembly and reassembly of the product. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to the service center at its expense.

- Lenovo reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a particular method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in

- **Your Responsibilities**

To receive service or support under the Plan, you agree to comply with the following:

- Provide a copy of your Registered Device's original proof of purchase, if requested
- Provide information about the reasons and causes of the defect to the Registered Device
- Provide identity proof if requested to verify Customer or User of the Device on which Plan is activated
- Respond to requests for information, including but not limited to the serial number of the Registered Device, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the defect and steps taken to avoid the defect
- Follow instructions Lenovo or ASPs gives you, including but not limited to refraining from sending Registered Device that is not subject to service as per the Plan and packing the Registered Device in accordance with shipping instructions
- Make sure to backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF SERVICE LENOVO OR THE ASP MAY DELETE THE CONTENTS OF THE COVERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Lenovo, or ASPs may return your Registered Device after the service event or provide a replacement unit as the Registered Device was originally configured, subject to applicable updates. Lenovo or the ASPs may install latest software updates as part of hardware service that may prevent the Registered Device from reverting to an earlier version of the Operating System. Third party applications installed on the Registered Device may not be compatible or work with the Registered Device as a result of the Operating System update. You will be responsible for reinstalling all other software programs, data and passwords
- Fill and submit the requested forms and the declaration as required for submitting a valid a repair request

Support Contact Details for claims & services related query :

1. Lenovo Customer Service Number: 1800-419-7555 (Mon-Sat – 10AM to 7PM),
2. Lenovo Customer Service Email ID: consumerts@lenovo.com,
3. Lenovo Customer Service Email ID: support@lenovoreg.com

For the most current and up to date warranty/extended warranty policy on your product please visit below https://support.lenovo.com/in/en/solutions/ht100140