

Win customers with Lenovo Services



CUSTOMER SATISFACTION

COMPETITIVE VALUE

RECURRING BUSINESS

Client Services: Warranty terms & upgrade portfolio

Mail-in Service

Parts and labor repair where the customer is responsible for shipping (including packaging) or delivery to authorized warranty provider or repair center.



Depot Service

Parts and labor repair coverage where shipping (including packaging) or delivery to the repair center is paid for by Lenovo.



Onsite Service

Parts and labor repair coverage where labor is provided onsite at your place of business. 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 onsite.



School Year Warranty

Align warranty coverage to the upcoming school year. Available for Depot Warranty Service, Advanced Exchange, Onsite Warranty Service and Accidental Damage Protection. Available on Lenovo's education portfolio of laptops.



PremiumCare

Advanced level Education PremiumCare technicians are available 24x7 by phone, chat or email or you can submit service tickets in batches using the online e-ticket batch tool.



Accidental Damage Protection (ADP)

Protection from unintentional damage due to drops, accidents under normal use, electrical surges, liquid spills and LCD damage.



Keep Your Drive (KYD)

Cost-effective, convenient and secure way of retaining your drives and confidential data in the unlikely event of a failure.



Sealed Battery Warranty (SBTY)

Provides a one-time replacement in the event a defective or faulty sealed battery fails to meet minimum performance standards.



Premier Support

Direct access to elite Lenovo technicians that provide unscripted, advanced troubleshooting for comprehensive hardware and software phone support. No phone trees to navigate.



Tech Install CRU

Compliments an onsite warranty by offering installation of replacement parts.



International Warranty Upgrade

Purchased in addition to one or more - Accidental Damage Protection, Keep Your Drive, and Sealed Battery Warranty. Provides coverage in other countries where these services are offered.



Services

Lenovo™

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Tools and Resources



LENOVO PARTNER NETWORK

www.lenovopartnernetwork.com
www.lenovopartnernetwork.com/ca



SMART FIND (THINK SERVICES)

smartfind.lenovo.com



LENOVO SERVICES SOLUTIONS CENTER - ASK A QUESTION

ssc@lenovo.com



WARRANTY STATUS LOOKUP

<https://support.lenovo.com/us/en/warrantylookup>



TECHNICAL SUPPORT - 1- 877-453- 6686

THINK, IDEA: 1-800-IBM-SERV

Lenovo: 1- 877-453- 6686



SERVICES REGISTRATION

Thinkpls_us@lenovo.com
Thinkpls_ca@lenovo.com



LENOVO SERVICES AVAILABILITY LOCATOR

<https://lenovocator.com>



INTERNATIONAL WARRANTY SERVICE (IWS)

<https://support.lenovo.com/us/en/solutions/pd004172>



LENOVO TERMS AND CONDITIONS

<https://pcsupport.lenovo.com/us/en/warrantylookup/warrantypolicy>



PLEASE CONTACT YOUR LENOVO REPRESENTATIVE FOR MORE
INFORMATION ON OUR COMPLETE SERVICES PORTFOLIO

Services

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