

## **LENOVO ALL "OFFERS" GENERIC TERMS & CONDITIONS**

These terms & conditions apply to the Offer/s as made by Lenovo India Pvt. Ltd. ("Lenovo" or "the Company") to its end customer ("the customer", "you", "your").

### **Please Read & Understand the Terms & conditions given below:**

1. To avail this offer, eligible customers need to register on the online portal [www.buyalenovo.com](http://www.buyalenovo.com) by agreeing to the terms and conditions of the offer. The website shall be open for registration only during the offer period and no further claims shall be entertained beyond the Offer Period as defined herein below.
2. For registration, you need to provide the serial number of the machine, your contact information and also upload the scanned copy of device purchase invoice, scanned copy of serial number which can be found on the outer box of the device. Incomplete, indecipherable or illegible information will not be considered and registration will be deemed invalid.
3. After successful completion of the registration process, the customer shall receive an automated registration email along with a ticket number. A second email intimation is sent out after validation of all documents. This includes the payment details for a valid registration, otherwise a rejection mail is sent for invalid registrations stating the reason for rejection of the ticket.
4. Lenovo collects personal information in relation to the Offer and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors and suppliers. By availing this Offer, customers agree to the terms of Lenovo's Privacy Policy (available to view at [www.lenovo.com/privacy/in/en](http://www.lenovo.com/privacy/in/en)).
5. Below is the TAT for the validation process:

The customer receives the warranty extension certificate within 21 working days of his registration (Subject to Validity clearance and &payment realisation)

Customers are updated about the status of the registration (Valid / Invalid / Work In Progress) within **2 working days** post registration

After receiving the communication of validation and payment details (for valid registrations), customers must make the payment online or have to send a Demand Draft (DD) within the next 7 working days

If the DD/online payment is not received within 7 days the case is moved to WIP (work in progress). The customer is given a maximum period of another 3 days to send the DD failing which the registration is considered as invalid and hence rejected

Once the above case is moved from WIP to valid, the customer receives his warranty extension within 7 working days from the date the **payment is received**

The warranty extension certificate is emailed to the customer within 7 working days of receiving the payment

**Validation timelines & process for illustration purposes as below:**

Day 1 to Day 21 Validation Journey				
<b>START: Registration during the offer period</b>	<b>Date of Ticket</b>			
+2 Days for validation by Lenovo		<b>2 days for validation</b>		
+7 Days for Payment			<b>7 Days for Payment</b>	
+3 Days Grace Period			<b>3 Days Grace for Payment</b>	
+7 Days for case acceptance or rejection				<b>7 Days for Acceptance</b>
<b>END: 21st calendar day the ticket is closed</b>				<b>Ticket is Closed</b>

6. For Escalations, issues/information customer can contact the Customer Support help line 080-49064431

(During business days between 10:30 AM to 6:30 PM except on public holidays) or send an Email to [redem@buvalenovo.com](mailto:redem@buvalenovo.com)

7. The extended warranty coverage for notebooks means extended ONSITE WARRANTY. The extended warranty shall commence from date of expiry of the one year LENOVO LIMITED WARRANTY applicable for the Product

8. The extended warranty coverage for AIOs & Desktops is an extended ONSITE WARRANTY. The extended warranty shall commence from date of expiry of the one year LENOVO LIMITED WARRANTY applicable for the Product

9. Lenovo Personal Computing Devices Services Agreement is applicable along with Lenovo Limited Warranty Statement. Lenovo PC Devices Services Agreement and Lenovo Limited Warranty Statement is provided along with the Product and/or available at [www.lenovo.com/warranty](http://www.lenovo.com/warranty)

10. The offer is applicable on select products & MTM's as specified herein below.
11. Lenovo will not entertain any direct enquiries from customer towards this offer. Queries need to be routed to the company's Authorized Business Partners from whom the product has been purchased. In case of escalations please use the above given contact co-ordinates.
12. Lenovo reserves the right to verify the sale at any point whenever Lenovo considers that there is any breach of the terms & conditions. In such cases, Lenovo has the right to refuse / discontinue the benefit of this offer
13. Lenovo reserves the right to cancel, change, modify or withdraw this promotion or its term and conditions without assigning any reason or giving any prior notice
14. Customers are not bound in any manner to participate in this offer and availing this offer is at the option of the Customer. Availing this offer constitutes acceptance of these terms and conditions. All Products of Lenovo are also available without the Offer, at the regular prices.
15. This offer is NOT valid for any organizational purchases, educational institutes or special price clearance cases. Employees (and their immediate families) of Lenovo, Lenovo Distributors, Lenovo Resellers and their affiliates, associates, subsidiary companies, agencies or other companies associated with this promotion are ineligible to enter. Immediate family includes any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or 1<sup>st</sup> cousin.
16. These Offers cannot be clubbed or is not valid in conjunction with any other end-customer offer run by Lenovo during the same / earlier period.
17. No cash or credit alternatives will be offered as part of this Offer
18. Lenovo does not accept any responsibility for misleading or incorrect information provided by a third party regarding this Promotion
19. Lenovo as well as its associated agencies and companies are not liable for any loss (including, without limitation, indirect or consequential loss), damage, personal injury or death which is suffered or sustained (including but not limited to that arising from any person's negligence) in connection with the Offer. This excludes any liability that cannot be excluded by law (in which case that liability is limited to the minimum allowable by law).
20. The maximum liability of Lenovo under the offer shall be limited to the cost of 2 years warranty upgrade pack. There will be no refund or liability of Lenovo due to any: Act of God including but not limited to natural

calamity; pandemic; earthquake; tsunami; flood; or any man-made calamity (including war, coup, riots, bandh or strikes).

21. These offers are valid only till the availability of the stock of Products

22. The decision of Lenovo on any matters in relation to or arising from the Offer shall be final and binding.

23. All disputes would be subject to jurisdiction of courts in Bangalore, Karnataka.

24. The visuals shown as a part of the offer are only indicative and may not be the actual representation of the product. Lenovo makes every effort to ensure the accuracy of all information but takes no responsibility for any editorial, photographic or typographic errors.

25. Lenovo reserves the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice.

26. In the event of any conflict or inconsistency regarding any instructions, rules and conditions on any advertising or promotional material relating to the promotion, these terms shall prevail over all such other instructions, rules and conditions.

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## Lenovo Back to School Offer Terms and Conditions

1. The Lenovo Back to School Offer upgrades warranty & Goodies ([Canon Printers and Legion Gaming Gears](#)) as per below table

Series	Processing Fees		
Ideapad 120S	₹1999	₹1499 (MG2570s)	
Ideapad 320 Ideapad 320S Yoga 310	₹1999	₹1499 (MG2570s)	
Ideapad 520 Ideapad 520S Yoga 520	₹1999	₹1499 (E470)	
Ideapad 720S Yoga 720 Yoga 920	₹1999	₹1499 (E470)	
Legion Y520 Legion Y720	₹1999		₹499

3. **Lenovo Back to School Offer Period:** This offer is applicable for purchases made from 15<sup>th</sup> Feb, 2018 to 30<sup>th</sup> April, 2018 or till the stocks last (limited period offer). The Product needs to be purchased from Lenovo Business Partners in India within this offer period. The online registration to avail this offer needs to be completed by May 2<sup>nd</sup> 2018 on the offer website. The Payment period is between 15<sup>th</sup> Feb, 2018 to 5<sup>th</sup> May, 2018
4. The confirmation time for the warranty extension under the 'Lenovo Back to School Offer' would be maximum 7 working days from the day of document validation
5. To avail Lenovo Back to School Offer, once the case is established as valid and communicated to the customer on registered email ID, the customer must make applicable payment as per the offer. Payment should be made online or through Demand Draft (DD). DD should be drawn in favour of "Hash Connect Integrated Services Pvt. Ltd" payable at Bangalore.
6. If customer fails to make payment within 7 working days after the payment link is shared, then the registration is moved to Invalid status
7. The warranty extension & ADP (if applicable) certificate will be emailed to the customer within 7 working days of the payment receipt
8. The goodies will be dispatched within 30 working days of the payment receipt (Subject to stock availability)

9. In case of payment through DD, the DD should be couriered to the following address within 7 days of receiving the email communication stating the payment details:

Lenovo Program Manager - Lenovo Back to School Offer

Hash Connect Integrated Services Pvt. Ltd

No.5, Sri Ganesh Building, 1st Floor,

C V Raman Hospital Road, Michaelpalya, Bangalore 560038 Phone: 080 – 49064431

It is important to note that the customer must mention the Ticket Number, Serial Number and Mobile Number behind the DD

10. Customers purchasing Products of the below mentioned series which are manufactured on or after 15 months before the date of invoice are only eligible to avail the Lenovo Back to School Offer

11. Offer is not applicable on online purchase

12. Selected series are eligible to avail Lenovo Back to School Offer

Series	Processing Fees		
	Additional Onsite Warranty	Canon Jackpot	Gear Up the Game
Ideapad 120S	✓	✓	
Ideapad 320 Ideapad 320S Yoga 310	✓	✓	
Ideapad 520 Ideapad 520S Yoga 520	✓	✓	
Ideapad 720S Yoga 720 Yoga 920	✓	✓	
Legion Y520 Legion Y720	✓		✓

#### Canon Printer T&Cs

- The canon printers provided are E470 and MG2570s as per the offer grid
- Warranty for this Printer is 1 year – Onsite Warranty
- For any Technical assistance/Service issue, Consumer has to call Canon Toll Free No 1800 208 3366 / 1800 180 3366 or mail to [www.canon.co.in](http://www.canon.co.in)
- There is No on-Site Installation for this Printer

- Lenovo is not responsible for the defects in Printer received
- In case of unavailability of the printer model as mentioned in the offer grid, an equivalent printer will be given
- Redemption by business partners is not permitted
- Any claim in the case of a damage noticed in the receive printer must be raised through a voice call on the Redemption Customer Care number (080 – 49064431) AND / by an email with the supporting photographs as attachments sent to [redem@buypaleno.com](mailto:redem@buypaleno.com) within 24 hours from the time of receipt of courier.
- Claims escalated for damage in printer beyond 24 hrs from the time of receipt of courier shall not be entertained and Lenovo India shall not be liable to provide a replacement in such cases.



**Lenovo Personal Computing Devices Services Agreement**

**NOTICE: PLEASE READ THE FOLLOWING TERMS CAREFULLY. THIS LENOVO PERSONAL COMPUTING DEVICES SERVICES AGREEMENT WITH ANY OF ITS ATTACHMENTS (“AGREEMENT”) IS A BINDING LEGAL AGREEMENT BETWEEN YOU (“CUSTOMER” OR “YOU”) AND THE LENOVO AFFILIATE DESCRIBED BELOW (“LENOVO” OR “WE”). YOU ACCEPT THESE TERMS BY USING OR REGISTERING A SERVICE. IF YOU DO NOT WISH TO ACCEPT THESE TERMS DO NOT USE OR REGISTER THE SERVICE. INSTEAD, NOTIFY LENOVO OR YOUR SELLER WITHIN THIRTY (30) DAYS OF PURCHASE DATE TO CANCEL. EXCEPT AS OTHERWISE PROVIDED IN PART 2 OF THIS AGREEMENT, IF A SERVICE IS USED OR REGISTERED AT ANY TIME, LENOVO WILL NOT PROVIDE A REFUND. THIS AGREEMENT CONSISTS OF THE FOLLOWING PARTS:**

**PART 1- GLOBAL TERMS**

**PART 2- COUNTRY SPECIFIC TERMS**

**THE TERMS OF PART 2 REPLACE OR MODIFY TERMS OF PART 1 ONLY AS SPECIFIED FOR A PARTICULAR COUNTRY.**

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**PART 1 - GLOBAL TERMS**

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**Contracting Entity:**

This Agreement is between you and Lenovo entity in the country in which you purchased the Service. If no affiliate in the country of purchase is identified by Lenovo then the Lenovo contracting entity is Lenovo PC HK Ltd.



## **1 What This Agreement Covers**

This Agreement, together with the Lenovo Limited Warranty, is the complete agreement between you and Lenovo regarding Warranty Extension, Warranty Upgrade, Post Warranty, and Other Services (each a “Service” or collectively “Services”), sold via a part number specified on your invoice or order confirmation. It supersedes and replaces prior oral or written communications between you and Lenovo regarding the Service. Additional terms in any order or written communications from you shall be void. This Agreement modifies the Lenovo Limited Warranty only as specified below. **Not all Services are available in all regions, countries or products.** This Agreement only applies to the specific Service you purchased.

## **2 What This Agreement Does Not Cover**

**This Agreement does not apply to Lenovo Servers, Storage and Phone products.**

**Lenovo shall have no responsibility for the following:**

- (i) uninterrupted or error-free operation of a product or Service;
- (ii) loss of, or damage to, your data ;
- (iii) any software programs, whether provided with a product or installed subsequently;
- (iv) 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;
- (v) damage caused by a non-authorized service provider,
- (vi) 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;
- (vii) products or parts from a Lenovo product or non-Lenovo product with an altered identification label or from which the identification label has been removed,; or any pre-existing defects in your product that occurred on or before the date of this Agreement.

## **3 Registration and Activation**

Registration is the process by which Lenovo entitles your hardware product to the Service you have purchased. Service needs to be registered with Lenovo within thirty (30) days of the purchase date. Depending on the Service purchased, activation may be required in addition to registration. The activation process provides location data required to deliver specific service levels as detailed in Section 6.

#### **4 Obtaining Service**

Contact Lenovo or a Lenovo-Authorized Service Provider (“Service Provider”) or Lenovo authorized reseller, if purchased from a reseller, in the country of purchase. You must follow the problem determination and resolution procedures as specified. Service Provider may attempt to diagnose and resolve your problem by telephone, e-mail or remote assistance. For additional information, visit [support.lenovo.com](http://support.lenovo.com).

#### **5 Availability of the Service**

The specified level of Service may not be available in all locations. Even where Service is indicated as available, there may still be certain geographical limitations such as islands and remote regions or a lack of trained personnel which prevent the provision of Service. Even if Service is indicated as not available, Lenovo may still be able to address your requirements.

#### **6 Service Offerings**

Services are only compatible with certain products as specified on your invoice.

##### **6.1 Service Definitions**

###### **A. Customer Replaceable Unit (“CRU”)**

A CRU is a replacement part that Service Provider will ship for installation by you. CRUs that are easily installed by you are called “Self-service CRUs”. Installation of Self-service CRUs is your responsibility. “Optional-service CRUs” are CRUs require technical skill and tools. Service Provider may install Optional-service CRUs or Self Service CRU’s if an optional Service is purchased. You may find CRUs and their designation at [support.lenovo.com/partslookup](http://support.lenovo.com/partslookup) or by contacting Lenovo Representative.

###### **B. Field Replacement Units (“FRU”)**

A FRU is a replacement part that is not a CRU. The installation of a FRU will be handled by a service technician.

### **C. Technician Installed CRUs (“TICRU”)**

A TICRU is used if a problem with your product may be remedied with a CRU to replace an internal part. A service technician will be dispatched to your location to install the CRU. Replacement of external parts with a CRU remains your responsibility.

### **D. On-site Service**

On-site Service means if a problem with your product cannot be resolved via telephone or through a CRU, repair will be performed at your location. This Service is available during normal business hours, Monday through Friday, excluding holidays. You must provide a suitable working area for the disassembly and reassembly of the product. For service provided at a residence, an adult must be present at all times during the service technician’s visit. At Lenovo’s discretion for further investigation, performance test, etc., some repairs may need to be completed at a service centre. If so, Service Provider will send the product to the service centre at its expense and return the repaired or replacement product.

**On-site Services are only available in certain locations. For certain products service areas may be found at [www.lenovocator.com](http://www.lenovocator.com) or by contacting Lenovo representative. Additional charges may apply outside a Service Provider’s normal service area.**

### **E. Hours of Field Service Coverage**

- Business Hours: 9x5 coverage is defined as 9 hours per day, 5 days per week, during normal business hours, excluding local public & national holidays
- 24/7 Hours: 24x7 coverage is defined as 24 hours per day, 7 days per week, 365 days per year.

### **F. 8 Hour Response time**

8 hour response time target is the time period from when the telephone based troubleshooting is completed and logged, to the delivery of the CRU or arrival of a service technician at your location. This 8-hour period is in addition to the average problem determination time from call placement for both parties to determine problem and define the required action plan.

#### **G. 4 Hour Response time**

4 hour response target time is the time period from when the telephone based troubleshooting is completed and logged, to the delivery of the CRU or arrival of a service technician at your location. This 4-hour period is in addition to the average problem determination time from call placement for both parties to determine problem and define the required action plan.

#### **H. Lenovo Representative**

A Lenovo Representative shall mean to include Lenovo sales, contact centre agent, Lenovo authorized reseller or distributor.

### **6.2 Service Offering Descriptions**

#### **A. Warranty Extension**

The duration of any extended warranty for your product will be for the period you purchase, commencing on the start date of the original base warranty. Any extension must be purchased during the product's original base warranty (for example if original warranty is 1 year and Warranty Extension is purchased for 3 years, then the total number of years for Warranty Extension is 3 year). Parts consumed through use of the product for example stylus, digitizer pen, and batteries are not covered by this Service. Warranty Period for all Lenovo batteries, stylus, and digitizer pens are limited to 12 months unless otherwise specified. Unless you purchase a separate Battery Warranty Extension, the warranty period for your battery will expire at the end of the period specified in your Lenovo Limited Warranty.

#### **B. Battery Warranty Extension**

The duration of the extended Lenovo Limited Warranty for the battery in your product will be for the period you purchase, beginning on the start date of your battery's original base warranty period. You are entitled to one battery replacement in the event of battery failure during the extended period after your battery's original base warranty period. The battery in your product is a CRU, so a replacement battery will be shipped to you. This Service must be purchased before the end of your product's original battery base warranty period.

#### **C. Sealed Battery Warranty Extension**

The duration of the extended Lenovo Limited Warranty for the battery in your product will be for the period you purchase, beginning on the start date of your battery's original base warranty period. You are entitled to one battery replacement in the event of battery failure during the extended period after your battery's original base warranty period. The battery in your product is a sealed battery and is not a CRU, so your battery will be replaced at a depot or at your location depending on the Warranty Upgrade purchased. This Service must be purchased before the end of your product's original battery base warranty period.

#### **D. Warranty Upgrade**

The service type of your Lenovo Limited Warranty and any applicable Warranty Extension will be upgraded to the Service type below according to the Warranty Service Upgrade options you purchase. For a system upgrade to be honored, the system must also be covered by the original or extended warranty.

**D.1. Depot Service:** If a problem with your product cannot be resolved via telephone or through the use of a CRU, your product will be repaired or replaced at a designated service centre. You are responsible for disconnecting the product and packing it in the shipping container along with any other parts or information required by Lenovo, and return product to the designated service centre. Shipping expenses will be paid by the Service Provider.

Upon resolution, Lenovo will ship the product at your registered location. You will be liable for the cost of any parts not packaged and mailed with the product.

**D.2. Carry In:** If a problem with your product cannot be resolved via telephone or through the use of a CRU, your product will be repaired or replaced at a designated service centre 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 within a reasonable period, Service Provider may dispose of the product as it sees fit, with no liability to you.

**D.3. Expedited Depot:** If a problem with your product cannot be resolved via telephone or through the use of a CRU, your product will be repaired or replaced at a designated service centre with expedited turnaround. You are responsible for disconnecting the product and packing it in the shipping container for the return of your product to the designated service centre. Shipping expenses will be paid by Service Provider.

**D.4. On-Site Service:** If a problem with your product cannot be resolved via telephone or through a CRU, repair will be performed at your location. This Service is available during normal business hours, Monday through Friday, excluding holidays.

**D.5. On-Site Service—Second Business Day Response (“SBD”):** If a problem with your product cannot be resolved via telephone or through a CRU, repair will be performed at your location. A service technician will be dispatched to arrive at your location within two business days. This Service is available during normal business hours, Monday through Friday, excluding holidays. Support calls received by the call centre after 4:00pm local time will require an additional day to dispatch a service technician.

**D.6. On-Site Service—Next Business Day Response (“NBD”):** If a problem with your product cannot be resolved via telephone or through a CRU, repair will be performed at your location. A service technician will be dispatched to arrive at your location on the next business day. This Service is available during normal business hours, Monday through Friday, excluding holidays. Support calls received by the call centre after 4:00pm local time will require an additional day to dispatch a service technician. This Service is subject to availability of service parts. .

**D.7. On-Site Service—8-hour Response (24x7) Response:** If a problem with your product cannot be resolved via telephone, repair will be performed at your location. After you follow the telephone problem determination, a

service technician will be dispatched to your location within eight hours as described under the response time section of this agreement. This Service is available 24 hours per day, 7 days per week, and 365 days per year. You must follow the telephone problem determination procedures before a service technician will be dispatched. Provision of this Service is dependent on the availability of service parts. This Service and the location of your product must be activated with Lenovo. If you change your product's location, you must update your location activation. Instructions for location activation can be found at [www.lenovo.com/activation](http://www.lenovo.com/activation). This Service may not be available for up to thirty (30) days after location activation.

**D.8. On-Site Service—4-hour Response (Business Hours):** If a problem with your product cannot be resolved via telephone, repair will be performed at your location within 4 hours as described under the response time section of this agreement. After you follow the telephone problem determination, a service provider technician will be dispatched to your location. You must follow the telephone problem determination procedures before a service technician will be dispatched. This Service is available during normal business hours, Monday through Friday, excluding holidays. This Service is subject to availability of service parts. This Service and the location of your product must be activated with Lenovo. If you change your product's location, you must update your location activation. Instructions for location activation can be found at [www.lenovo.com/activation](http://www.lenovo.com/activation). This Service may not be available for up to thirty (30) days after location activation.

**D.9. On-Site Service—4-hour Response (24x7):** If a problem with your product cannot be resolved via telephone, repair will be performed at your location. After you follow the telephone problem determination, a service provider technician will be dispatched to your location within 4 hours. This Service is available 24 hours per day, 7 days per week, 365 days per year. You must follow the telephone problem determination procedures before a service technician will be dispatched. Provision of this Service is dependent on the availability of service parts. This Service and the location of your product must be activated with Lenovo. If you change your product's location, you must update your location activation. Instructions for location activation can be found at [www.lenovo.com/activation](http://www.lenovo.com/activation).

**D.10. International Warranty Service Upgrade:** International Warranty Service Upgrade ("IWS Upgrade") enables customers who travel with an IWS Upgrade to receive Service in eligible countries other than the country in which the Service was purchased. The length of IWS Upgrade is based upon the original warranty period assigned in the country of origin where the machine type was first sold. The Service delivery will be determined by the destination country subject to Service capabilities and parts availability in the destination country. Lenovo makes no commitment that the same method of service purchased in the original country will be provided in the destination country. Service procedures vary by country, and some service and/or parts may not be available in all countries. This may result in select parts being replaced by local country equivalents. Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing

IWS Upgrade. Service delivery capabilities for specific countries may be found in the Safety, Warranty and Setup Guide for your machine type

### **6.3 Other Services Offerings**

#### **A. Technician Installed CRUs**

If a problem with your product may be remedied with a CRU to replace an internal part, a service technician will be dispatched to your location according to your applicable service type to install the CRU. Replacement of external parts with a CRU remains your responsibility.

#### **B. Keep Your Drive**

Keep Your Drive, allows you to retain a defective drive that is replaced under the Lenovo Limited Warranty. This Service applies to the original drive in your product and any replacement storage drive provided for your product under the Lenovo Limited Warranty. You must provide Lenovo serial number of each drive which you retain under this Service and execute any document provided by Lenovo acknowledging your retention of the hard drive. This Service does not apply to any drive provided by Lenovo for a product not purchased by you.

#### **C. Accidental Damage Protection ("ADP")**

This Service covers operational or structural failure caused by:

- (i) liquid spills on the keyboard,
- (ii) unintentional bumps or drops from not more than fifteen (15) feet or five (5) meters,
- (iii) an electrical surge that damages the product's circuitry, or failure of the integrated screen, Lenovo will repair or replace (in its sole discretion) the product; provided, however, that the damage to the product is caused by an accident and is unintentional. This Service only covers components installed in your product at the time of purchase, including the internal central processing unit, integrated hard disk drive, integrated optical drive, integrated keyboard, integrated pointing devices, integrated screen, optional features installed by Lenovo at the time of purchase, and other components that Lenovo includes as a standard feature with the product.

**This Service does not cover the following:**

- a. CRU batteries, light bulbs, memory disks, wire connections, AC adapters, carrying cases or folios, stylus or digitizer pens, cradles, docking stations, port replicators, external keyboards, printers, scanners, external drives, software (preloaded or purchased separately), tapes, CDs, DVDs, film or other media, external modems, external speakers, monitors, external mice or other input/output devices, projectors,
- b. any other components not internal to the product, any pre-existing defects in your product that occurred on or before the date of this Agreement, optional features not installed by Lenovo at the time of purchase, accessories purchased in addition to the base unit, third-party products (those not bearing the Lenovo logo) even if sold by Lenovo, products not purchased from Lenovo or any products repaired by anyone other than Lenovo or a service provider authorized by Lenovo.
- c. Normal wear and tear of the product;
- d. Parts intended to be replaced or consumed - e.g., batteries, stylus, digitizer pen, etc
- e. Cosmetic damage (e.g., scratches, dents, or cracks that do not affect the product's functionality or structural integrity);
  - i. Damage from abuse, misuse, unauthorized modification, unsuitable physical or operating environments, improper maintenance by anyone other than Lenovo-authorized service providers, removal of original parts or alteration of product or identification labels;
  - ii. Damage caused by a product not covered under this Agreement or caused by biohazards or human or animal bodily fluids; or
  - iii. Theft, loss or damage from fire, flood, or natural disaster, war, terrorism, acts of God

**Purchase Period for ADP:** ADP must be purchased with the product or within ninety (90) days of product purchase.

**Coverage Period for ADP:** ADP shall begin on the warranty start date of the product. It will expire at the end of the period specified in your invoice. The Coverage Period terminates immediately if your product is replaced under this Agreement.

**Waiting Period for ADP:** When ADP is purchased subsequent to the purchase of your product, you may not exercise your rights to Service for thirty (30) days from the purchase date of the Service. Lenovo reserves the



right to inspect your product prior to agreeing to provide Service, when Service is purchased subsequent to the purchase of your product.

#### **D. Priority Technical Support**

This Service provides 24x7 accesses to advanced-level technicians. When you contact a technician, you must follow the problem determination procedures as directed by the technician. The technician will attempt to diagnose and resolve your problem over the telephone and may direct you to download and install software updates. If a problem covered by the Lenovo Limited Warranty cannot be resolved via telephone, repair services will be arranged by the technician according to the applicable warranty service.

##### **D.1 Lenovo and Third-Party Software Support for Priority Technical Support**

Lenovo will provide direct telephone support for installation and basic usage problems for core software (supported software defined by Lenovo and third party software provider). If Lenovo determines the performance of your product is related to a third-party software application (included on collaborative list between Lenovo and third party software provider), Lenovo will contact the third-party software supplier, open a service request on your behalf, and transfer your call to the software supplier. Lenovo is not responsible for third-party software or the acts or omissions of any software supplier. This Service is only available if you have the necessary licenses, support agreements, and entitlements from the software supplier. This Service is available for support of Lenovo software subject to the terms of your software license agreement with Lenovo.

**E. Premier Support** Lenovo shall provide:

##### **E.1 Local Premier Support Contact Centre to facilitate:**

- a) remote troubleshooting and diagnostic assistance (including possibly connecting to your system or products over a secure internet connection);
- b) Original Equipment Manufacturer (“OEM”) Supported Software Support;
- c) information regarding your warranty Incident case management to help track, progress and close;
- d) validation of your product serial number and Service entitlements;

e) determine whether your issue is a warranty Incident; and determine whether your warranty Incident can be resolved via one of the following (at Lenovo's discretion); and

f) On-site Service NBD.

### **E.2 Technical Account Manager ("TAM") to provide:**

a) end-to-end case management regarding your warranty incidents to help track, progress and close;

b) escalation management and a single, designated point of contact for all your warranty Incident management;

c) where required, coordinate or implement On-site NBD Service NBD;

d) support for preliminary network connectivity requests; and

e) Online support to Lenovo support forums.

### **E.3 Warranty Incident Resolution—Remote for Premier Support**

Post completion of Premier Support Call Centre troubleshooting, if required (as determined by Lenovo), Lenovo will remotely attempt to address and resolve your warranty Incident.

### **E.4 Parts Prioritization for Premier Support**

Prioritization of parts allocation for your warranty incidents.

### **E.5 OEM Supported Software Support for Premier Support**

OEM Supported Software Support includes collaborative assistance to engage with OEMs on OEM Supported Software concerns, pursuant to the following:

a) providing operating system and setup assistance associated with the OEM Support Software (Note: Setup Assistance only includes support of OEM Support Software; basic/how-to questions; feature definition questions; and OEM available fix/patches assistance and implementation);

- b) Lenovo's TAM acting as a single point of contact to facilitate communication between you and the OEM;
- c) Until your issue is identified, isolated and escalated to the OEM, Lenovo's TAM will engage with the OEM to register your issue. Lenovo's TAM will then monitor the issue and update on status and proposed resolutions;
- d) you must have all necessary license and support agreements in place with the OEM prior to the Service;
- e) Lenovo has no responsibility or liability for the performance of the OEM's software or services;
- f) Lenovo does not warrant that any issue will be resolved;
- g) Resolutions may not be available from the OEM. You accept that where no resolution is available, or where the resolution is unacceptable to you, that Lenovo's obligation to provide collaborative support is still fulfilled.
- a) you must have all necessary licenses and support agreements in relation to the OEM Supported Software;
- h) you must maintain the latest minimum release levels or configurations required for the Lenovo Products (per support.lenovo.com) and OEM Supported Software

## **F. International Service Entitlement ("ISE")**

### **F.1 ISE Sealed Battery and Keep Your Drive**

ISE enables customers who travel with, or relocate any Lenovo product to receive Sealed Battery Service and/or Keep Your Drive (KYD) Service in any country where such Service is announced and sold by Lenovo or Lenovo authorized resellers. The length of Service is based upon the original warranty period assigned in the country of origin where the Service was first sold by Lenovo or a Lenovo authorized reseller. ISE must be purchased in addition to, Sealed Battery and KYD but only once for any combination of the Services. All Services may not be available in all countries and for all products.

### **F.2 ISE Accidental Damage Protection**

ISE enables customers who travel with, or relocate any Lenovo product to receive Accidental Damage Protection (ADP) in any country where such Service is announced and sold by Lenovo or Lenovo authorized resellers. The length of Service is based upon the original warranty period assigned in the country of origin where the Service

was first sold by Lenovo or a Lenovo authorized reseller. ISE must be purchased in addition to ADP, but only once for any combination of the Services.

#### **G. Post Warranty Service**

If Post Warranty Service is purchased before the base warranty or other Service described in this Agreement expires, it will begin the day after the base warranty or other Service purchased expires. If Post Warranty Service is purchased after the base warranty or other Service purchased expires, Post Warranty Service begins on the day of purchase. Post Warranty Service is available for Lenovo products only if the product is in good working order as determined by Lenovo. Lenovo reserves the right to inspect a product within one month from the purchase date of Post Warranty Service. If Lenovo determines the product is not in good working order, Lenovo will notify you and advise you of the cost to place the product in good working order. If you elect not to have the product placed in good working order at your expense, you may reject Post Warranty Service and receive a full refund of the purchase price.

#### **7 Lenovo Business Partners**

Lenovo may contract with suppliers and resellers (“Business Partners”) to promote, market, and support certain Services; however, Business Partners are independent and separate from Lenovo. Lenovo is not responsible for the actions or statements of Business Partners, obligations that they may have to you or any products or services that they supply to you under their agreements. When you purchase Service from a Business Partner, the Business Partner establishes the charges and terms for the Service.

#### **8 Purchase of Service from Lenovo**

Payment must be received by Lenovo or a Lenovo reseller in advance of any Service. Except for credit card and debit card transactions, amounts are due upon receipt of invoice. You agree to pay as specified in the invoice, including any late payment fee. You are responsible for any taxes resulting from your purchases under this Agreement. If the Service is not registered with Lenovo, you will be required to provide proof of purchase as evidence of your entitlement to a Service.

#### **9 Lenovo Return/ Cancellation Policy**

Unless a Service has been used or registered, you may cancel a Service within thirty (30) days of the purchase date and obtain a refund or credit. In order to qualify for a refund or credit, you must notify Lenovo or your seller in writing within thirty (30) days of the purchase date. A copy of your invoice must accompany the request.

#### **10 Withdrawal of Service**

Lenovo may withdraw part or all of any Services specified herein on one (1) months' notice to you. If Lenovo withdraws a Service for which you have paid in full and Lenovo has not yet fully provided it to you, then, if purchased directly from Lenovo, Lenovo will give you a prorated refund. You must contact your Lenovo Business Partner for a refund for any Services purchased from them.

#### **11 Warranty of Services**

Lenovo warrants that the Services will be performed using reasonable care and skill in accordance with the description of the tasks specified in this Agreement for the applicable Lenovo Service. You agree to provide timely written notice of any failure to comply with this warranty

**TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. ALL SOFTWARE, AND THIRD PARTY PRODUCTS ARE PROVIDED "AS IS", WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND. THIRD PARTY MANUFACTURERS, SUPPLIERS, LICENSORS OR PUBLISHERS MAY PROVIDE THEIR OWN WARRANTIES TO YOU. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

Lenovo does not warrant uninterrupted or error-free operation of a Service or that Lenovo will correct all defects.

#### **12 Limitation of Liability**

Circumstances may arise where, because of a default on Lenovo's part or other liability, you are entitled to recover damages from Lenovo. Regardless of the basis on which you are entitled to claim damages from Lenovo (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Lenovo's entire liability for all claims in the aggregate arising from or related to each Service or otherwise arising under this Agreement will not exceed the amount of any actual direct damages up to the charges for the Service that is the subject of the claim. This limit also applies to any of Lenovo's subcontractors or resellers. It is the maximum for which Lenovo, its resellers and subcontractors are collectively responsible. The following amounts are not subject

to a cap on the amount of damages: a) damages for bodily injury (including death); b) damage to real property; and c) damage to tangible personal property for which Lenovo is solely and legally liable.

Except as expressly required by law without the possibility of contractual waiver, under no circumstances shall

Lenovo, its resellers or its subcontractors, be liable for any of the following even if informed of their possibility:

- a. loss of, or damage to, data;
- b. special, incidental, exemplary, or indirect damages or for any economic consequential damages; or
- c. Lost profits, business, revenue, goodwill, or anticipated savings.

**AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

### **13 General**

A. Lenovo reserves the right to subcontract Services, or any part of them, to subcontractors selected by Lenovo.

B. When a Service involves the replacement of a product or part, the replaced product or part becomes

Lenovo's property and the replacement product or part becomes your property.

C. Only unaltered Lenovo products and parts are eligible for replacement. The replacement product or part provided by Lenovo will be in good working order and functionally equivalent to the original product or part. The replacement product or part may not be new. Except to the extent permitted by law, the replacement product or part shall be warranted for the balance of the period remaining on the original product.

D. Products and parts presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired. Products and parts that are repaired may be repaired using refurbished parts. Product repair may result in loss of data, if the product to be repaired is capable of retaining user-generated data. . In no event shall Lenovo be responsible for loss of data or information on a product or any parts thereof to which Lenovo may be provided access in the course of Services to be provided hereunder.

E. To the extent applicable to this transaction, each of us is responsible for the supervision, direction, control, and compensation of our respective personnel.

F. Each of us may communicate with the other by electronic means and such communication is acceptable as a signed writing to the extent permissible under applicable law. An identification code (called a "user ID") contained in an electronic document is legally sufficient to verify the sender's identity and the document's authenticity.

G. Each of us is free to enter into similar agreements with others.

H. Each of us grants the other only the license and rights specified in any applicable license agreements. No other licenses or rights (including licenses or rights under patents) are granted either directly, by implication, or otherwise.

I. You agree not to resell the Service. Any attempt to do so is void unless agreed in writing by Lenovo.

J. You are responsible for selecting the Services that meet your needs and for the results obtained from the use of the Services.

K. Neither of us will bring a legal action, regardless of form, arising out of or related to this Agreement or the transaction under it more than two years after the cause of action arose unless otherwise required by applicable local law. After such time limit, any legal action arising out of this Agreement or the transaction under it and all respective rights related to any such action shall lapse, unless otherwise required by applicable law without the possibility of contractual waiver or limitation.

L. Neither of us is responsible for failure to fulfil any obligations due to causes beyond its control.

M. Neither of us grants the other the right to use its trademarks, trade names, or other designations in any promotion or publication without prior written consent.

N. In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement remain in full force and effect.

O. Lenovo's obligation to provide Service is conditional upon your completion of the Registration and/or

Activation process.

P. Lenovo and its affiliates, Business Partners, resellers and subcontractors may process, store and use information about your transaction and your contact information, including name, phone numbers, address, and e-mail addresses, to process and fulfill your transaction anywhere they do business. We may also contact you to notify you about any product recall, safety issue or service actions. Where permissible under local law, we may use this information to inquire about your satisfaction with our products or services or to provide you with information about other products and services. You may opt-out of receiving any further such communications from us at any time. In accomplishing these purposes, we may transfer your information to any country where we do business; we may provide it to entities acting on our behalf; or we may disclose it where required by law. We will not; however, sell or otherwise transfer personally identifiable information received from you to any third parties for their own direct marketing use without your consent.

Q. Each of us will comply with any laws and regulations that are applicable to this Agreement.

R. Customer may not assign this Agreement, in whole or in part, without the prior written consent of Lenovo. Any attempt to do so is void. Neither of us will unreasonably withhold such consent. The assignment of this Agreement by either of us to an affiliate or to our successor organization by merger or acquisition does not require the consent of the other. Lenovo may also assign its rights to payments under this Agreement without your consent.

S. Any terms which by their nature extend beyond the termination of this Agreement remain in effect until fulfilled and shall apply to our respective successors and assigns.

T. Each of us hereby waives our right to a jury trial in any action arising under or related to this Agreement. The United Nations Convention on Contracts for the International Sale of Goods shall not apply. Nothing in this Agreement affects any statutory rights of consumers that cannot be waived or limited by contract.

#### **14 Geographic Scope and Governing Law**

The rights, duties, and obligations of each party are valid only in the country of purchase except that all licenses are valid in accordance with their terms. Unless otherwise expressly stated, the laws of the country in which you purchased the Service govern this Agreement.

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## **PART 2 - COUNTRY SPECIFIC TERMS**

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### **ATTACHMENT – (APAC REGIONS)**

#### **Section H. Priority Commit is added to**

##### **6.3 H. Priority Commit**

Lenovo will provide you with access to Priority Commit Contact Centre. (Operating hour vary between region/country) Lenovo will use commercially reasonable efforts to ensure the Priority Commit Contact Centre is responsive to your calls.

##### **H.1 Priority Commit Contact Centre will facilitate:**

- a) remote troubleshooting and diagnostic assistance (including possibly connecting to your system or Products over a secure internet connection);
- b) Software Support for Applications Preloaded by Lenovo;
- c) information regarding your warranty incident case management to help track, progress and close;
- d) validation of your Product serial number and Service entitlements;
- e) determine whether your issue is a warranty Incident; and
- f) determine whether your warranty Incident can be resolved via one of the following (at Lenovo's discretion):
  - g) SBD/NBD On-site Response;
  - h) remotely;

##### **F.2 Warranty Incident Resolution – SBD/NBD Onsite Response for Priority Commit**

Post completion of Priority Commit Contact Centre troubleshooting, if required (as determined by Lenovo), Lenovo will provide SBD/On-site Service NBD/SBD to your registered location to address your warranty Incident.

**SBD Onsite Labor for Priority Commit:** is available for remote locations that are reachable by public transportation (excludes off-shore islands), or other areas as may be approved by Lenovo - provided Priority Commit Contact Centre phone based troubleshooting has been completed before 2pm (local time in your registered location), a service provider technician will be dispatched to arrive at your location on the same business day. This Service is available during normal business hours, Monday through Friday, excluding public holidays. Support calls received by the Contact centre after 2:00pm local time will require an additional day to dispatch a service provider technician. This Service is subject to availability of service parts. You must provide a suitable working area for the disassembly and reassembly of the product. For service provided at a residence, an adult must be present at all times during the service technician's visit. Some repairs may need to be completed at a service centre. If so, the service provider will send the product to the service centre at its expense and return the repaired or replacement product to you at its expense.

**On-site Service NBD for Priority Commit:** is available for remote locations that are reachable by public transportation (excludes off-shore islands), or other areas as may be approved by Lenovo - provided Priority Commit Contact Centre phone based troubleshooting has been completed before 3pm (local time in your registered location), a service provider technician will be dispatched to arrive at your location on the next business day. This Service is available during normal business hours, Monday through Friday, excluding holidays. Support calls received by the Contact centre after 3:00pm local time will require an additional day to dispatch a service provider technician. This Service is subject to availability of service parts. You must provide a suitable working area for the disassembly and reassembly of the product. For service provided at a residence, an adult must be present at all times during the service technician's visit. Some repairs may need to be completed at a service centre. If so, the service provider will send the product to the service centre at its expense and return the repaired or replacement product to you at its expense.

- a) is available only on selected models of Lenovo Products ;
- b) Will be provided between Monday to Friday, 9am – 6pm (local time in your registered location), excluding Saturday, Sunday and public holidays. Arrival times will depend on your registered location and Your prompt response to Lenovo's request for confirmation of arrival time;
- c) does not guarantee the resolution of a warranty Incident, nor the resolution of the warranty Incident within a given period of time;
- d) Requires that, where you are not available at your registered location. At Lenovo's discretion you may be charged an additional charge for any required follow-up visits.

### **F3. Warranty Incident Resolution – Remote for Priority Commit**

Post completion of Priority Commit Contact Centre troubleshooting, if required (as determined by Lenovo), Lenovo will remotely attempt to address and resolve your warranty Incident.

### **F.4 Parts Prioritization for Priority Commit**

You will receive prioritization of Parts allocation for your warranty incidents.

### **F.5 Software Support for Applications Preloaded by Lenovo for Priority Commit**

Software Support includes Lenovo providing assistance on Applications Preloaded by Factory, pursuant to the following:

a) providing operating system and Setup Assistance associated with associated with the OEM Support Software (Note - Setup Assistance only includes: support of OEM Support Software; basic/how-to questions; feature definition questions; and OEM available fix/patches assistance and implementation);

b) it is a pre-condition to this service that You must have all necessary license and support agreements in place with the OEM;

c) Lenovo excludes any and all responsibility or liability for the performance of the OEM's software, products or services; and

d) Lenovo does not warrant that any issue will be resolved; and

e) You understand and agree that resolutions may not be available. You accept that where no resolution is available – or where the resolution is unacceptable to you – that Lenovo's obligation to provide collaborative support is still fulfilled.

## **INDIA**

### **6.2. A Warranty Extension**

The following is added to this Section:

Warranty Period for all Lenovo batteries, stylus, and digitizer pens shipped along with notebook or tablet products is limited to 12 months. 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.

### **6.3.C Accidental Damage Protection (“ADP”)**

The following shall be added to this Section:

**The following section is applicable for Idea and Lenovo Branded Notebook and Tablet products (Excluding Think Branded Products)**

**Limitation of Claims:** This agreement entitles you to avail a maximum of one accidental repair claim per Service policy year. Policy Period starts from the date of notebook or tablet purchase as reflected in your invoice. If your notebook or tablet Product is repaired under this Agreement during a policy year, your Product is not eligible for another repair of same or a different issue under this Agreement during the same policy year. Single replacement will be done with a configured system which is comparable to the configured system in the Product, during the lifecycle of the Product under this Service only if system is beyond economic repair. If system is replaced, you will have the option to purchase new Service coverage for that system, if desired. The coverage for the original machine ceases when a replacement is provided.

Please refer to the detailed Accidental Damage Protection policy for India available on the website [www.support.lenovo.com/in/en](http://www.support.lenovo.com/in/en)

The following shall replace Subsection (i), (ii) and (iii) of “This Service does not cover the following:” (e) in their entirety:

- i. Damage from abuse, misuse, unauthorized modification, unsuitable physical or operating environments, tampering, improper maintenance by anyone other than Lenovo-authorized service providers, removal of original parts or alteration of product or identification labels;
- ii. Damage caused by a product not covered under this Agreement or caused by biohazards or human or animal bodily fluids or damage caused by animals, including all types of pets and/or pests, such as but not limited to licking, biting, chewing and scratching; or
- iii. Theft, loss or damage due to road accident, fire, rain, flood, or natural disaster, war, terrorism or acts of God.

### **13. General**

Neither of us will bring a legal action, regardless of form, arising out of or related to this Agreement or the transaction under it more than two years after the cause of action arose, unless otherwise required by applicable law. After such time limit, any legal action arising out of this Agreement or the transaction under it and all respective rights related to any such action shall lapse, unless otherwise required by applicable law without the possibility of contractual waiver or limitation.

**14. Geographic Scope and Governing Law**

The following replaces this Section in its entirety:

This Agreement shall be governed by and interpreted in accordance with the laws of India, without regard to its or any other jurisdiction's conflicts of laws principles. All claims or disputes arising out of or in connection with this Agreement shall be heard exclusively by a court located in Bangalore, Karnataka.