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



LENOVO™ ACCIDENTAL DAMAGE PROTECTION

PENNIES-A-DAY PROTECTION FOR NON-WARRANTED DAMAGE

PROTECT YOUR PC FROM THE UNEXPECTED

With today's highly mobile users, the unexpected is bound to happen, even to exceptionally engineered PCs. Lenovo's mobile repair data indicates that a significant percentage of users will experience non-warranted damage within the first three years of the PC's life cycle. Accidental Damage Protection offers significant savings relative to uncovered repairs.

PREDICTABLE BUDGETS

A single, upfront investment allows accurate prediction of yearly system repair costs.

SIGNIFICANT SAVINGS

Accidental Damage Protection saves you significantly relative to the cost of repair or new system. Users typically save between 28%–80% depending on machine and repair.

QUALITY ASSURANCE

ADP is performed by Lenovo™-Trained technicians, using Lenovo™-Qualified parts, reducing the need for re-repair.

COMPREHENSIVE REPAIRS

Lenovo's comprehensive diagnostic tools can identify hidden damage that may have otherwise gone untreated.

DID YOU KNOW?

Standard warranty terms and conditions don't cover accidental damage. With Lenovo's Accidental Damage Protection, your system is protected from the unexpected. Through our global network of depot repair centers, PCs are repaired by Lenovo™-Certified technicians using Lenovo™-Qualified parts. If it is not damaged beyond repair, the end users' own PC is returned, and if repair is not possible, the entire system will be replaced at no additional charge[1]. With an upgrade to Expedited Depot Warranty Service, you can ensure minimum downtime with faster turnaround on covered repairs.

WHAT'S TYPICALLY COVERED?[2]

Accidental drops, spills, bumps, and structural failures incurred under normal operating conditions or handling, including electrical surges and damage to the integrated LCD screen. If you have on-site warranty coverage, you may qualify for on-site ADP repairs[3].

Examples

- Your system accidentally slips off the table and the LCD screen cracks
- An electrical surge causes significant damage to your PC's hardware during a lightning storm
- The coffee spills on the keyboard and the extent of damage is unknown

WHAT'S NOT COVERED?

Cosmetic damage[4], equipment loss or failures due to usage outside of normal operating conditions. Any data loss or interruption of business, intentional damage and misuse, removal or alteration of parts, accessories, theft, damage from fires, damage to peripherals or third-party products, even if sold by Lenovo™.

Examples

- The outer case cracks but your system still operates effectively
- You've left your PC behind on the subway
- The system is used in the rain, and you lose an entire day of productivity because your PC no longer functions
- The stylus or battery is misplaced



WHY ACCIDENTAL DAMAGE PROTECTION?

Benefits:

- Based on a sample of Lenovo™ claims, Accidental Damage Protection can save, on average 28% versus the typical cost of repair, and 75%–80% for Tablets (ADP available on ThinkPad® Tablets only).
- Typical replacement costs for commonly damaged components:
  - System Board up to $500 • Display $450
  - Disk Drive $300 • DVD Drive $200
  - Damaged tablet: $250 for minor repairs and up to $600 for replacement of multiple parts
- IT Departments don't have to purchase and manage spare inventory to fix damaged PCs.
- Lenovo's comprehensive diagnostic tools can identify hidden damage that may have otherwise gone untreated.
- Minimize downtime and maximize convenience with an upgrade to Expedited Depot Service.

Lenovo Services

Lenovo™ Accidental Damage Protection is part of a comprehensive portfolio of Lenovo™ services that support the entire life cycle of your PCs. For more information on this or other service offerings, please contact your Lenovo™ Sales Representative.

1] Limitation of one replacement product. If the cost per claim exceeds the price of the product, the product will be replaced. Tablet claim cap: limited to one claim per 12 months. 2] This service is available in the country or region in which you purchased your Accidental Damage Protection coverage, and is not transferable should the system travel to another country. 3] If you are entitled to on-site warranty service under the Limited Lenovo Warranty, and the Service Provider determines your Product can be repaired at your location, then the Service Provider will repair or exchange your product at your location. 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. If you purchase an on-site warranty with Accidental Damage Protection, on-site service level repairs will be limited to LCD and non-customer replaceable keyboards. If we cannot complete the repair at the first on-site visit, then the system will be shipped to Lenovo's Service Center to complete the repair. On-site service may not be available in all regions. 4] Cosmetic damage, e.g.: scratches, dents, or cracks that do not affect the product's functionality or structural integrity. 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, For Those Who Do and ThinkPad. Other company, product and service names may be trademarks or service marks of others. **©2018 Lenovo. All rights reserved.**