



Depot Service

With Depot Service, Lenovo arranges the collection of your device and delivers it to a designated repair center. All shipping costs are covered by Lenovo. Following repair or exchange, Lenovo will arrange for the PC to be dropped back to you.



Parts and Labor

Lenovo covers parts replacement and labor expenses.



Basic Phone Support

Technicians are available to remotely diagnose hardware issues and common basic problems that may arise during warranty term. Software support is not covered.



Repairs done with shipment to Lenovo Depot

Skilled technicians repair (or replace) your device then return it to you. All shipping costs are covered by Lenovo.



Accidental Damage Protection

Experience shows that a significant portion of devices may be damaged within the first 3 years from drops, spills, bumps, electrical surges and other accidents that are not covered by the standard or extended warranty. These accidents lead to damaged motherboards, hard drives, cracked screens, broken keyboards, and other costly repairs. Make sure your new device has maximum protection, avoid unplanned costs and get peace of mind.



Multiple Repairs

Offers multiple repairs for accidental damage or a single device replacement. Repairs are performed by Lenovo™-Trained technicians, using Lenovo™- Qualified parts, reducing the need for re-repair. Lenovo's comprehensive diagnostic tools can identify hidden damage that may have otherwise gone untreated.



Full Protection

Covers accidental drops, spills, bumps, and structural failures; electrical surges; and damage to the LCD screen.



Lenovo Premier Support

Lenovo Premier Support is the premium PC support solution for your Think devices. With around-the-clock access to Lenovo engineers, you'll have the expert hardware and software support needed to get the very most out of your PC.



Prioritized Parts & Labor

Premier Support means you receive front-of-the-queue, priority access when you need repairs.



Advanced Technical Support

Available 24 x 7 x 365, Premier Support gives you direct VIP access to elite Lenovo Premier Support engineers that are accessible via phone, chat, or email. Our highly trained Lenovo engineers are there to deliver faster, first time resolutions, and handle your case end to end until it's resolved.



Onsite Repair Next Business Day

If the issue can't be solved remotely, an onsite technician will be there within one business day.



Comprehensive Hardware & Software Support

Lenovo Premier Support engineers provide complete hardware and software support. With comprehensive hardware, third-party software, and industry-standard applications knowledge, Premier Support delivers end to end support.



Sealed Battery Warranty

Every machine which has a sealed battery, has a 1-year sealed battery warranty by default. Protect your investment by extending beyond the 1-year battery warranty, and make sure this crucial component gets the same coverage as the rest of your device. Sealed Battery Warranty is available for up to 3-year coverage.

Benefits:

- Low upfront cost is significantly less than that of a non-covered replacement battery
- Be assured of an effective and efficient battery replacement with Lenovo™-certified technicians.
- Sealed batteries are difficult to get to and are non-customer replaceable units



Keep Your Drive Service

Lenovo's Keep Your Drive Service is the convenient, secure way to retain your drive(s) and confidential data in event of failure. In the event of a hard drive failure and this service is not purchased, if you are under warranty Lenovo will replace your failed drive and keep the failed drive. Keep Your Drive ensures you keep your drive and sensitive data with you. Keep Your Drive coverage continues throughout the systems' limited warranty duration (even if the drive has been replaced). This service covers:

- Multiple drives
- Solid state drives
- Hard drives