

Electronic entitlement

Approved Service Providers have the ability to verify warranty eligibility of an Lenovo system or monitor using the Entitlement Lookup function of the Eclaim tool or the Warranty Lookup function on the SPM site.

The Entitlement database has warranty end dates derived from Lenovo ship dates, an approximation of business partner shelf life, and the appropriate warranty time period. If the customer's proof of purchase indicates a warranty expiration date different than Lenovo records indicate, the proof of purchase documentation is always the final authority, and will need to be submitted to Lenovo.

The web-site also has an "Entitlement lookup" function. In addition, each warranty claim is checked for entitlement as it is processed. If Lenovo's database indicates the system is out of warranty or no entitlement record is found, the claims administrator will receive a message that proof of purchase is required.

A machine is considered out of warranty starting one day after the expiration date. If a customer reports a hardware problem with his/her machine after the expiration date it may be repaired under the warranty only if there is a HelpCenter record showing that the customer reported the same problem before the warranty expired.

Proof of purchase

If a valid proof of purchase and/or other documentation is necessary to process a claim, the following can be used:

For products sold to end-users, a sales or cash register receipt showing:

- The Lenovo Business Partner name and address.
- The end-user product purchase/delivery date as this date is the start of the warranty period.
- Invoice/transaction number. A unique control number that you use for each sales transaction. (Not required for cash register or credit card receipts).
- Machine serial numbers and product description. If your invoicing system does not automatically print serial numbers, the servicer must hand write the serial number on the original receipt, sign and date it.
- Name and address of your customer. (Not required for cash register or credit card receipts).

Note: No hand-written receipts will be accepted as valid proofs of purchase

For products not yet sold to end users, proof of purchase documents would include:

- A copy of the Lenovo packing list or Lenovo invoice showing your purchase from Lenovo.
- Franchised locations may submit a copy of the documentation showing inventory transfer from the franchised headquarters location to your location.
- Authorized VAR's may show documentation from an approved distributor.