



## Lenovo Chromebook Warranty - Quick Reference Guide

*Kansas City Audio-Visual warrants that each Lenovo Chromebook purchased is free from defects in materials and workmanship under normal use during the warranty period of 3 years from date of purchase.*

### **Year One Warranty will be handled through Lenovo, based on the date the product was received.**

- Step 1: Call Lenovo at 877-453-6686. Select option 4, and then select option 2.
- Step 2: Please be sure to have the serial number and the defective unit on hand, as Lenovo tech support will ask you to try some troubleshooting steps.
  - If the tech support call is getting too lengthy or they are not escalating to the service level needed, please email KCAV at [sweston@k cav.com](mailto:sweston@k cav.com) with the tech support case number provided by Lenovo. We will use this case number to have your support case escalated as needed.
- Step 3: If Lenovo determines that the repair is covered by warranty, they will provide details on where to ship the unit.
  - Please contact Tracy Walden at KCAV if assistance is needed with a shipping label. Just e-mail the RMA number and return address to [twalden@k cav.com](mailto:twalden@k cav.com), and a prepaid UPS shipping label will be emailed to you.
  - Lenovo will cover the cost of repair or replacement, as well as the return shipping costs.

### **Year Two and Three Warranty, based on the date the product was received, will be handled directly through KCAV.**

- Contact Sean Weston at KCAV, 800-798-5228, x 121, [sweston@k cav.com](mailto:sweston@k cav.com)
- As needed, replacement parts will be shipped, or a call tag will be issued for in-house repair.

### **Damaged Units:**

- Accidental damage (i.e. dropped) is not covered under warranty.
  - The district is responsible for cost of replacement parts and repairs on any accidental damage.
  - Replacement parts and repair may be ordered through KCAV; a quote will be provided upon request.
  - District techs may repair screens and keyboards without affecting the warranty.
- Defective units, as determined by Lenovo, are covered under warranty.
- If a unit was received in damaged condition, it should go through Lenovo for repair.
  - After a case number has been assigned, you have two options:
    - KCAV will provide a shipping label to send the unit to Lenovo for repair (see step 3 above), or
    - District techs may make the repairs.
      - KCAV will have replacement parts shipped to the district at no charge.
  - District techs may repair screens and keyboards without affecting the warranty.

***This warranty does not cover the following:*** *uninterrupted or error-free operation of a product; loss of, or damage to, your data by a product or any software programs, whether provided with the product or installed subsequently; 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 damage caused by a non-authorized service provider; 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; any technical or other support, such as assistance with "how-to" questions and those regarding product set-up and installation; products or parts with an altered identification label or from which the identification label has been removed.*

**Full Lenovo warranty document:** [https://download.lenovo.com/ibmdl/pub/pc/pccbbs/thinkcentre\\_pdf/I505-0010-02\\_en.pdf](https://download.lenovo.com/ibmdl/pub/pc/pccbbs/thinkcentre_pdf/I505-0010-02_en.pdf)