Lenovo Consumer Warranty Process NZ

WARRANTY PROCESS
**Lenovo Smart Devices – Smart Clock and Smart Displays**

# Lenovo DOA Claims

Lenovo offers customers the opportunity to return their device to their place of purchase for refund or replacement if the device fails within the first **30 days** of purchase. If product is outside of DOA period device is required to be processed for as a warranty repair. Store is required to initiate all DOA claims with Lenovo prior to **30 days** from customer purchase date.

1. Document the problem(s) reported by the customer.
2. Check for evidence of physical damage.
3. Contact the Lenovo Technical Support Centre on **0508 201 650 (10am – 7pm NZST) OR 1800 041 021 (9am – 6pm AEDT)**
4. Provide the serial number, proof of purchase, fault description.
5. Support centre agent will go through some problem diagnosis steps to fix the problem.
6. If DOA is determined, the support centre agent will provide DOA reference number.
7. Return product and raise claim on Dicker Data referencing DOA number.
8. **Store teams are required to contact Lenovo for DOA claim prior to replacing customer’s device.**

# Lenovo Warranty Policy

1. For first step post-sales support and technical support, visit http://support.lenovo.com/nz/en or https://support.lenovo.com/au/en/
2. Store team to explain to customers on non-warranty coverage: machines damages if found to be not covered under in-warranty.
3. Depending on store location and part(s) availability, expected repair or replacement turnaround time is between 5 – 12 business days.
4. Device will be collected by DHL. DHL NZ : Site 1, 103 Kerwyn avenue, East Tamaki, Auckland 2013 NZ

# Logging A Service Request Via Web (device serial number required)

1. Go to http://support.lenovo.com/nz/en or https://support.lenovo.com/au/en/
2. Enter the serial number of the machine in the Search Products field and select Contact Us -> Submit eTicket.
3. Enter the store’s login credentials if they have been provided and complete the form (a login is not mandatory; a ticket can be submitted with no login).
4. A Lenovo support agent will contact the store to troubleshoot the problem(s) reported.
5. Should a hardware repair be required, the support agent will create a service order based on the machine’s warranty entitlement to have the machine fixed.
6. An email confirmation with the service request details and courier collection details will be sent to the store.
7. The store is required to package the device in appropriate material for transport, label accordingly and set aside for DHL collection.
8. Repaired machines will be returned to same retail outlet, store team to contact customer for collection.

# Logging A Service Request Via Phone

1. **Contact the Lenovo Support Call Centre on 0508 201 650 (10am – 7pm NZST) OR 1800 041 021 (9am – 6pm AEDT)**
2. Provide serial number and describe the problem(s) reported by the customer.
3. Support center agent will go through some problem diagnosis steps to fix the problem.
4. Should a hardware repair be required, the support agent will create a service order based on the devices warranty entitlement to have the device fixed or replaced.
5. An email confirmation with the service request details and courier collection details will be sent to the store.
6. The store is required to package the device in appropriate material for transport, label accordingly and set aside for DHL collection.
7. Repaired machines will be returned to same retail outlet, store team to contact customer for collection.

# Repair Status Check - Online

1. Check case status online at https://support.lenovo.com/au/en/repairstatus
2. Enter the service request or service order number & the serial number of the device.

# Service Request Escalation – Phone / E-mail

1. Should you have a query in regards to your service request, your repair is not resolved to your satisfaction or you need to raise a technical escalation, contact the Lenovo Technical Support Centre on **0508 201 650 (10am – 7pm NZST) OR 1800 041 021 (9am – 6pm AEDT).**
2. If you prefer e-mail as a communication method, please compile the service request history, the nature of your request and email anzconssvc@lenovo.com.
3. Our support specialist will be happy to assist or escalate as required.
4. Average response time is within 24 -48 business hours.

# Lenovo Accessories (gadgets) – Smart lighting, Smart Cameras, Smart Plugs and Sensors

# Lenovo DOA and Warranty Claims

Lenovo offers customers the opportunity to return their smart home accessories to place of purchase for replacement if the gadget is DOA or faulty within the warranty period.

Walk-in to Retailer Counter Return Process

1. Retail counter to verify warranty entitlement via customer Sales Receipt
2. Retailer to check Lenovo product trouble shooting guides to determine if gadget is faulty
3. Retailer can contact Lenovo support agent to trouble shoot the problem(s) reported **0508 201 650** (10am – 7pm NZST) or **1800 041 021** (9am – 6pm AEDT)
4. Retail counter to examine the product for physical damage
5. Retailer to collect product serial number, proof of purchase, fault description from the customer and include on return paperwork to Dicker Data.
6. Retail counter will package the customer machines properly and set aside for collection
7. Replacement product will be provided by retailer and faulty goods returned to distributor for credit

# Eligible Lenovo Smart Home Accessories for Replacement Warranty

See list below of Lenovo Smart Gadgets eligible for replacement within warranty policy

1. Smart Lighting and Accessories
2. Smart Cameras
3. Smart Plugs and Smart Sensors

Technical Support Contact

Lenovo Support Call Centre on **0508 201 650 (10am – 7pm NZST) OR 1800 041 021 (9am – 6pm AEDT)**

For post-sales support and technical support, visit

http://support.lenovo.com/nz/en