

International Warranty Service Terms And Conditions (English)

International Warranty Service (IWS) enables customers who travel with or relocate any IWS-eligible Lenovo product to receive warranty service in any country where their product is sold and serviced. IWS-eligible machine types can be serviced by Lenovo or Lenovo resellers authorized to perform warranty service under the warranty terms wherever the specific Lenovo product is sold and serviced. The length of warranty service is based upon the originating country of purchase, however, the method of service provided [for example, depot, customer carry-in repair (CCR) , on-site repair] in the servicing country may be different from the method provided in the country in which the machine was purchased. Service procedures may vary by country, and some service and/or parts may not be available in all countries. Some countries may have fees and restrictions that apply at the time of service. Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing IWS service. IWS eligibility is based on the four-digit machine type; however, certain countries may not have the capability of servicing all models of a particular machine type.

Customers can determine a machine's IWS eligibility by using the International Warranty Service lookup page to view:

- A machine's warranty entitlement and IWS eligibility.
- A list of countries providing IWS service.
- Contact information where IWS service is available.

Details on how to obtain IWS service

Determine your machine's warranty entitlement, IWS eligibility, and if IWS service is available in the country where you are traveling or relocating to. This information can be obtained by visiting the Lenovo support web site. Follow the steps below:

1. Navigate to [International Warranty Service](#) page.
2. Select your PC either Think-branded or Idea-branded.
3. For **Think-branded**, enter your 4 digit machine type (for example 4384) and click **search** button.
4. For **Idea-branded**, select your Idea series from drop down list.
5. To initiate service for the machine, please use the contact number provided for the country in question.

Note : Service procedures may vary by country, and some service and/or parts may not be available in all countries. Some countries may have fees and restrictions that apply at the time of service. IWS eligibility is based on the four-digit machine type; however, certain countries may not have the capability of servicing all models of a particular machine type.

In cases where the country may not have the ability to service a particular model, service may be provided on a "best effort" basis and some fees or restrictions may apply. An alternative would be to attempt to obtain service under IWS in a neighboring country listed for the machine in question.