



## LENOVO DEPOT AND ACCIDENTAL DAMAGE PROTECTION TERMS AND CONDITIONS.

### Full ADP Pricing

Full ADP includes unlimited warranty claims per year.

5WS0N75623 and 5PS0F04086 Lenovo 1Y Depot + Accidental Damage Protection (School year Term, 14 Months) \$23.00  
5WS0N75689 and 5PS0F04087- Lenovo 2Y Depot + Accidental Damage Protection (School Year Term, 28 Months) \$41.50  
5WS0N75691 5PS0F04089 and Lenovo 3Y Depot + Accidental Damage Protection (School Year Term, 42 Months) \$65.50  
5WS0N75564 and 5PS0F04090 Lenovo 4Y Depot + Accidental Damage Protection (School Year Term, 56 Months) \$83.00

### Basic ADP Pricing

Basic ADP limits the number of warranty repair claims to **ONE** per year.

5PS0N99445 - Lenovo 1Y Accidental Damage Protection Basic (School Year Term ,14 Months) \$16.50  
5PS0N99474- Lenovo 2Y Accidental Damage Protection Basic (School Year Term, 28 Months) \$24.50  
5PS0N99467 - Lenovo 3Y Accidental Damage Protection Basic (School Year Term, 42 Months) \$34.50  
5PS0N99469 - Lenovo 4Y Accidental Damage Protection Basic (School Year Term, 56 months) \$48.50

**Purchase Period for ADP:** ADP must be purchased while the product is still under the original warranty.

**Coverage Period for ADP:** ADP shall begin on the warranty start date of the product. It will expire at the end of the warranty date of the product.

**School Year Term:** Extends the warranty term by two months per year to make allowance for the device not being in use while school is not in session.

### Warranty Purchase Process

To purchase the ADP warranty for your device from DHE, [CLICK HERE](#). Select the option you would like to purchase, upload the required warranty form, and submit payment.

### Check the status of your device warranty

Visit <https://pcsupport.lenovo.com/us/en/warrantylookup> to check the status of your Lenovo device warranty before ordering. DHE CANNOT provide an extended warranty if the device is not currently under its original warranty coverage period.



### File a repair claim

#### DHE Repair option

For accidental damage warranty repair, [CLICK HERE](#) and fill out a repair request form. You will receive an email with the repair ticket number and instructions.

- You can either drop off or send the Chromebook to DHE for repair
- 7076 S Alton Way, Building C, Centennial, CO 80112

#### Alternate repair option

You may also contact Lenovo to schedule a warranty repair. Visit <https://pcsupport.lenovo.com/us/en/warrantylookup> to check the status of your Lenovo device warranty. While on that page after looking up your warranty status, select Repair and select an option to communicate with Lenovo to arrange repair.

[Warranty](#)

[Repair](#)

## Warranty Status

You have **314 Days remaining** on your warranty | Model: S0GW00 | Sr  
[Terms and Conditions](#) | [Register](#) | [Registration Support](#) | [Technical Support](#)

Expiration Date

Entitlement

To process a claim, the purchaser has the option to send the device to Lenovo or any authorized repair center.

#### ADP Service will cover the following

This Service covers operational or structural failure caused by:

- (i) Liquid spills on the keyboard,
- (ii) Unintentional bumps or drops from not more than fifteen (15) feet or five (5) meters,



(iii) An electrical surge that damages the product's circuitry, or failure of the integrated screen, Lenovo will repair or replace (in its sole discretion) the product; provided, however, that the damage to the product is caused by an accident and is unintentional.

This Service only covers components installed in your product at the time of purchase, including the internal central processing unit, integrated hard disk drive, integrated optical drive, integrated keyboard, integrated pointing devices, integrated screen, optional features installed by Lenovo at the time of purchase, and other components that Lenovo includes as a standard feature with the product.

**ADP Service does not cover the following:**

- a. CRU batteries, light bulbs, memory disks, wire connections, AC adapters, carrying cases or folios, stylus or digitizer pens, cradles, docking stations, port replicators, external keyboards, printers, scanners, external drives, software (preloaded or purchased separately), tapes, CDs, DVDs, film or other media, external modems, external speakers, monitors, external mice or other input/output devices, projectors,
- b. any other components not internal to the product, any pre-existing defects in your product that occurred on or before the date of this Agreement, optional features not installed by Lenovo at the time of purchase, accessories purchased in addition to the base unit, third-party products (those not bearing the Lenovo logo) even if sold by Lenovo, products not purchased from Lenovo or any products repaired by anyone other than Lenovo or a service provider authorized by Lenovo.
- c. Normal wear and tear of the product;
- d. Parts intended to be replaced or consumed - e.g., batteries, stylus, digitizer pen, etc
- e. Cosmetic damage (e.g., scratches, dents, or cracks that do not affect the product's functionality or structural integrity);
  - i. Damage from abuse, misuse, unauthorized modification, unsuitable physical or operating environments, improper maintenance by anyone other than Lenovo-authorized service providers, removal of original parts or alteration of product or identification labels;
  - ii. Damage caused by a product not covered under this Agreement or caused by biohazards or human or animal bodily fluids; or
  - iii. Theft, loss or damage from fire, flood, or natural disaster, war, terrorism, acts of God