



Lenovo

# Accidental Damage Protection

Protecting Devices from the Unexpected

Smarter  
technology  
for all

Lenovo

## PENNIES-A-DAY PROTECTION FROM NON-WARRANTY DAMAGE



of accidental damage incidents require replacement of 2 or more parts<sup>1</sup>

Today’s highly mobile workforce knows that **accidents happen**. Drops, bumps, and spills can damage even the most durable and well-engineered tablets, PCs, and Smart Displays. Lenovo’s **Accidental Damage Protection**<sup>2</sup> service covers accidents beyond the system warranty and **protects your devices** from non-warranty operational or structural failures incurred under normal operating conditions. This service helps IT departments avoid purchasing and managing extra inventory to replace damaged units.






### DOES MY ORGANIZATION NEED ACCIDENTAL DAMAGE PROTECTION?

Standard warranty terms and conditions don’t cover accidental damage and experience shows that a significant portion of users’ devices will be damaged and not covered under warranty in the first three years. Compared to repair or replacement costs, Accidental Damage Protection saves up to 80% (depending on device type and repairs needed). Lenovo’s Accidental Damage Protection service protects systems from the unintentional but unavoidable “oops” incidents bound to occur in highly mobile and active Modern IT workplaces.

## WHAT DOES LENOVO ACCIDENTAL DAMAGE PROTECTION COVER?<sup>3</sup>

When it occurs under normal operating conditions, Accidental Damage Protections covers:

-  Accidental drops, spills, bumps, and structural failures
-  Electrical surges
-  Damage to the integrated LCD screen

## \$ THE COST OF REPAIR AND REPLACEMENT

Based on historical Lenovo claims, Accidental Damage Protection can save, on average, 28% versus the typical cost of PC repairs and 75% for tablet repairs. While costs vary by device and the work needed, replacing and repairing commonly damaged components can be expensive:

- \$700** System Boards
- \$250** Damaged Tablet (minor repairs)
- \$600** Monitors & Display Hardware
- \$800** Damaged Tablet (multiple part replacements)
- \$300** Disk Drives

## WHAT HAPPENS ONCE YOUR CLAIM IS MADE?

- 1 Lenovo uses comprehensive diagnostic tools to identify hidden damage that may be otherwise overlooked.<sup>4</sup>
- 2 Skilled, qualified technicians conduct repairs using only Lenovo certified parts.<sup>4</sup>
- 3 Restored PCs are returned to users or, if repairs are not possible, Lenovo replaces at no additional charge.<sup>5</sup>

## OPTIONS: ACCIDENTAL DAMAGE PROTECTION

### ADP Standard Accidental Damage Protection

Accidental Damage Protection offers multiple repairs for accidental damage or a single device replacement. With a predictable upfront investment, you can **avoid unplanned costs, decrease downtime, and accurately budget** device fleet service costs.

#### Accidental Damage Protection One

Accidental Damage Protection One is the economical alternative for schools and organizations on a budget. While Lenovo's Standard Accidental Damage Protection coverage provides multiple repairs per year, Accidental Damage Protection One is perfect when unintentional damage isn't so common, permitting a single repair during the coverage period.<sup>2</sup>

#### International Warranty Upgrade

Travel internationally? Get the International Warranty Upgrade to extend your Accidental Damage Protection coverage.<sup>6</sup>

**Learn how Accidental Damage Protection and Lenovo's portfolio of Support & Protection Services can streamline your organization's IT function.**



**SPEAK WITH YOUR LENOVO REPRESENTATIVE TODAY**

WWServices - ADPbr - 031820F - ExtIT - AM/RL/PS

**1** - Source: Lenovo repair statistics, April 2019.

**2** - Not available in all markets.

**3** - Not covered by Lenovo Accidental Damage Protection: cosmetic damage (scratches, dents, or cracks not affecting product functionality or structural integrity); equipment loss or failures due to use outside normal operating conditions; data loss or business interruption; intentional damage and misuse; removal or alteration of parts/accessories; theft; fire damage; damage to peripherals or third-party products (even if sold by Lenovo)

**4** - If entitled to onsite warranty service under the Limited Lenovo Warranty, and the Service Provider determines your Product can be repaired onsite, the Service Provider will repair or exchange your product at your location. Some repairs may be completed at a service center; if so, the Service Provider will send the product to the service center at its expense. If on-site warranty with Accidental Damage Protection purchased, onsite service level repairs limited to LCD and non-customer replaceable keyboards. If repair cannot be completed at first onsite visit, the system will be shipped to Lenovo's Service Center. Onsite service may not be available in all regions.

**5** - Limitation of one replacement product. If the cost per claim exceeds the price of the product, the product will be replaced at Lenovo's discretion.

**6** - Service available in country or region where ADP coverage purchased and is not transferable should system travel to another country. International Warranty Upgrade allows for claims in other countries if ADP offered and device is supported in that country.

Replacement systems do not carry ADP and should be repurchased on the new or refurbished replacement. If cost per claim exceeds price of product, product will be replaced. Components not covered: batteries, external peripherals, and accessories (including optional features not installed by Lenovo at time of product purchase), external keyboards, mice, digitizer pens and styluses, cases and folios, power cords and adapters, cradles, docking stations, printers, scanners, external drives, software (preloaded or purchased separately), tape, disks, CDs, DVDs, film or other media, and third-party products (those not bearing Lenovo logo), even if sold by Lenovo.

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