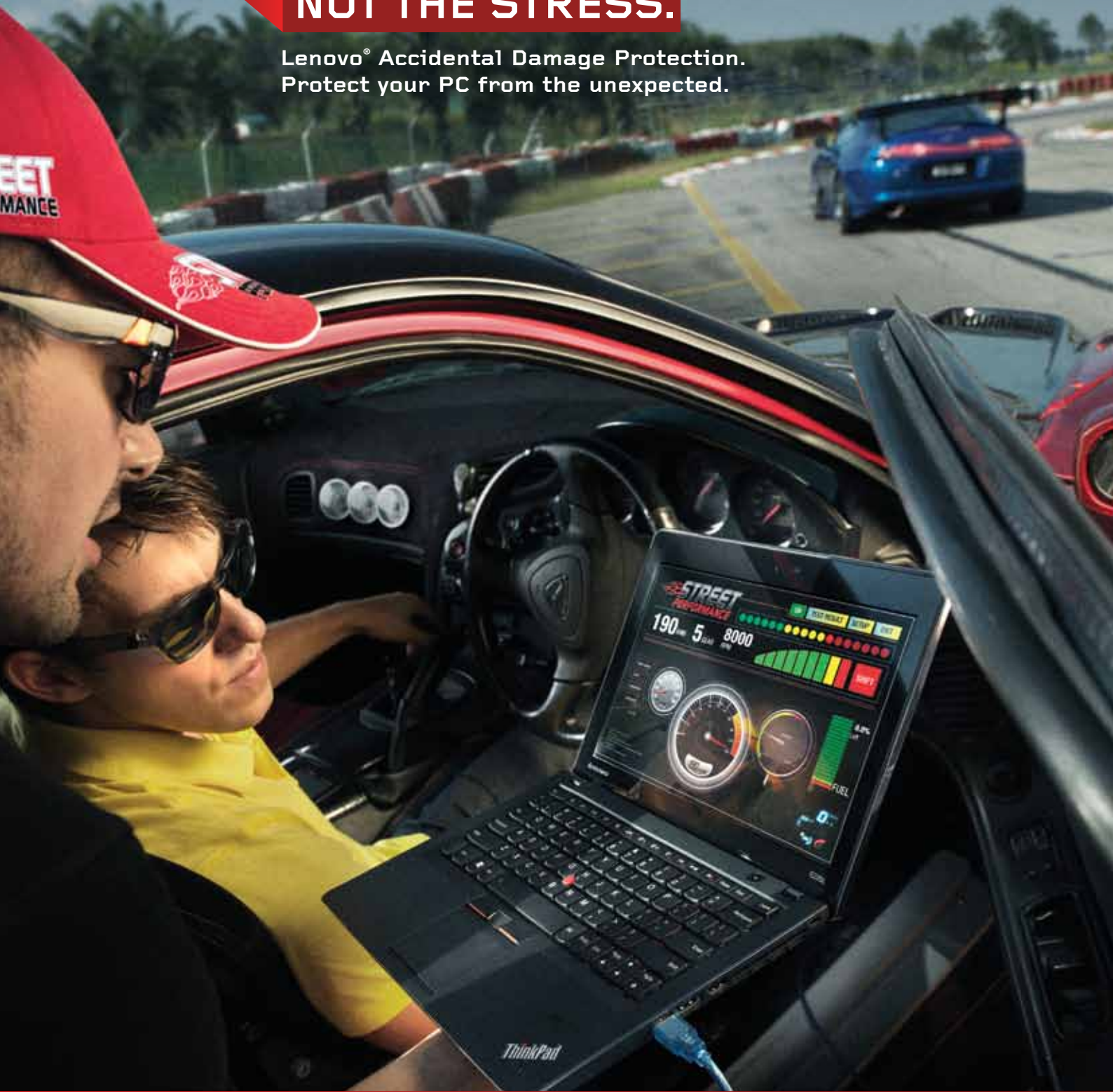


# TAKE THE RISK NOT THE STRESS.

Lenovo® Accidental Damage Protection.  
Protect your PC from the unexpected.



With today's highly mobile users, the unexpected is bound to happen, even to exceptionally engineered PCs. Lenovo's mobile repair data indicates that 16 – 25% of users will experience non-warranted damage within the first three years of the PCs life cycle.

1-866-968-4465

**lenovo**® FOR  
THOSE™  
WHO DO.

## Are you protected?

Lenovo's Accidental Damage Protection gives you the peace of mind to know your investment and budget are protected from the hassles of unexpected repair expenses. It covers accidents beyond the system warranty and protects your PC from non-warranted operational or structural failures incurred under normal operating conditions.

Services are carried out by Lenovo trained technicians, using Lenovo approved parts in certified repair centers. If the PC is not damaged beyond repair, the end users' own PC is returned. If repair is not possible, the entire system will be replaced at no additional charge<sup>1</sup>.

### WHAT'S TYPICALLY COVERED?

Accidental drops, spills, bumps, and structural failures incurred under normal operating conditions or handling, electrical surges and damage to the integrated LCD screen. If you have Onsite warranty coverage, you may qualify for Onsite ADP repairs<sup>2</sup>. This service is available in the country or region in which you purchased your Accidental Damage Protection coverage, and is not transferable should the system travel to another country.

#### Examples:

- Your system accidentally slips off the table and the LCD screen cracks.
- An electrical surge causes significant damage to your PC's hardware during a lightning storm.
- The coffee spills on the keyboard and the extent of damage is unknown.

### WHAT'S NOT COVERED?

Cosmetic damage<sup>3</sup>, theft, equipment loss, intentional damage and misuse, failures due to usage outside of normal operating conditions, parts intended to be replaced by the customer, or fires. Any data loss or interruption of business. Damage to peripherals or third-party products, even if sold by Lenovo.

#### Examples:

- The outer case cracks but your system still operates effectively.
- You've left your PC behind on the subway.
- The system is used in the rain, and you lose an entire day of productivity because your PC no longer functions.
- The stylus or battery is misplaced.

### WHY ACCIDENTAL DAMAGE PROTECTION?

#### BENEFITS:

- Based on a sample of Lenovo claims, Accidental Damage Protection can save, on average, 28% versus the typical cost of notebook repair, and 75 – 80% for Tablets (ADP available on ThinkPad® Tablets only).
- Typical replacement costs for commonly damaged components:

System Board up to \$500	DVD Drive \$200	Display \$450
Hard Disk Drive \$300	Damaged tablet \$250 for minor repairs and up to \$600 for replacement of multiple parts	

- IT Departments don't have to purchase and manage spare inventory to fix damaged PCs.
- Lenovo's comprehensive diagnostic tools can identify hidden damage that may have otherwise gone untreated.

With a single, predictable upfront investment, you can accurately predict and budget service costs for the year. Depending on the number of systems covered, your organization could save thousands relative to the cost of uncovered repairs.

The following case study illustrates a real world example of a Fortune 500 Customer purchasing Lenovo's Accidental Damage Protection:

**Level 1 Claims:** 25 replaced: Hard disk drives, DVD, CD-ROM and miscellaneous cards | **Level 2 Claims:** 195 replaced: CPU, LCD, or system board | **Level 3 Claims:** 760 multiple level repairs (1 and 2), or more than one part in Level 2.

**This company saved almost \$500,000 over three years with Lenovo's Accidental Damage Protection. Let ADP protect your PC and your budget.**

ADP 3-year Coverage	Actual Parts Cost Over 18 Months	Actual Labor Costs Over 18 Months			Total Costs for Repair 18 Months	Total Estimated Repair Costs for 3-year Period	Estimated Savings for 3-year
		Level 1	Level 2	Level 3			
\$1,573,404	\$822,995	\$1,875	\$29,250	\$171,000	\$1,025,120	\$2,050,239	\$476,835

Lenovo offers a comprehensive portfolio of services supporting the entire lifecycle of your PC. For more information on Accidental Damage Protection or any of our award-winning service offerings, please call your Lenovo Sales Representative or visit: [www.lenovo.com/services](http://www.lenovo.com/services)

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**Lenovo Services**

1] Limitation of one replacement product. If the cost per claim exceeds the price of the product, the product will be replaced. Tablet claim cap: limited to one claim per 12 months. 2] If you are entitled to Onsite warranty service under the Limited Lenovo Warranty, and the Service Provider determines your Product can be repaired at your location, then the Service Provider will repair or exchange your product at your location. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to the service center at its expense. Onsite service may not be available in all regions. 3] Cosmetic damage, e.g.: scratches, dents, or cracks that do not affect the product's functionality or structural integrity. All products and offers are subject to availability. Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic or typographic errors. All images are for illustration purposes only. For full Lenovo product, service and warranty specifications visit [www.lenovo.com](http://www.lenovo.com) The following are trademarks or registered trademarks of Lenovo: Lenovo, the Lenovo logo, For Those Who Do and ThinkPad. Other company, product and service names may be trademarks or service marks of others. ©2013 Lenovo. All rights reserved.