

## Desktop Installation T&C

- 1) Service would only be done in Tier 1 / Tier 2 locations of India as mentioned ( by pin code )
- 2) For installation registration of the same on the tool / website is mandatory, no exceptions, no offline route
- 3) Contact name, phone, Email, Address, Pincode who would help co-ordinate at the installation site are mandatory
- 4) 24-48 hours is the turn around time for registration verification i.e., checking the serial numbers, invoice verification for billing date, qty, MTM.
- 5) Post verification ( as in point 4 ) – details will be transferred to Deployment coordinator to connect with customer and schedule appointment ( Appointment is done on available slots and best effort basis ) – ETA 72 Hours
- 6) If any change in city, address, location from what has been submitted during registration to what has been asked for actual installation then the same might attract additional timelines to actual activity
- 7) Link for Registration - [www.lenovowarranty.in](http://www.lenovowarranty.in)

### **8) Scope of Work ::**

Unpack – New Desktop

Connect all peripherals as applicable – Monitor, Keyboard, Mouse etc.,

Connect any 3<sup>rd</sup> part peripheral like Printer, Wifi etc.,

Get to the Windows Home Screen of the system if system is with Windows, if not with Windows then install OS ( License version only as shared by customer and get to windows home screen )

Additional HDD or RAM upgrade installation only if Lenovo Original ( invoice copy mandate )

Does not cover any other activity other than specified above including but not limited to data transfer.

### **What is not covered ::**

Data transfer of any size from old system to new system

Installation of any free software or un-authorized / non-licensed version

Installation of any Internal H/W components which are not purchased from Lenovo Authorized partner (Invoice copy mandatory)

Windows OS copy need to be provided by customer, deployment team would not carry the same

Deployment team would not carry any external drives – HDD or pen drive to be used for installation. All required Hardware, Software, license need to be provided by customer  
Once appointment fixed and engineer visits the site, for any reason if the deployment gets cancelled or postponed by customer then the same is considered as installation completed and engineer would not visit again.

Engineer would only visit the site for deployment as mentioned during registration and appointment, any change after visiting the site will not be honored and considered as installation activity completed.

Any data loss, Lenovo is not responsible. Data backup is customer responsibility  
It is customer responsibility to make sure that all applicable H/W, S/W is ready during installation, any missing items deployment team would not help to procure or in calling log process, the same is customer responsibility