

Warranty Information: Frequently Asked Questions

Q1. What is the warranty on Lenovo laptops sold on Amazon.in?

Lenovo laptops sold by sellers on Amazon.in carry a one-year manufacturer warranty from Lenovo, from the date of purchase. For more details, check the manufacturer's website:

<http://support.lenovo.com/in/en/>

Q2. Where can I check the warranty of my product?

Please refer to the table below for checking the warranty of your product at the manufacturer's website. You can also contact the manufacturer directly at the toll-free numbers given below.

Manufacturer	Check your warranty online	Toll free number
Lenovo	http://support.lenovo.com/ie/en/warrantylookup	Think Pad: 1800-419-4666
		Idea pad :1800-419-7555

Q3. What if I get a product with expired warranty OR my warranty starts before the actual date of purchase?

In the rare case that your laptop's warranty is expired or your warranty starts before the actual date of purchase, you can yourself update the warranty start date online at the manufacturer's website.

Please follow the steps below:

1. Go to <http://support.lenovo.com/ie/en/warrantylookup>
2. Check your warranty status
3. Click on incorrect warranty dates:

The screenshot shows the Lenovo Support website for a laptop. The 'Base Warranty' section is active, with a start date of 2016-06-27 and an end date of 2017-07-26. The 'Warranty Upgrade' section is also active with the same dates. A blue oval highlights a note at the bottom: 'Purchase Warranty service upgrades or Maintenance services. Incorrect Warranty dates? Click here for help?'

4. Fill in your personal and purchase details (as mentioned in invoice copy)
5. Select online retailers option and choose from the list of authorized online retailers from Lenovo
6. Upload invoice copy and serial number scan copy

Additionally, you can also do the following to get your product registered:

- Call Lenovo Customer Care at 1800 419 7555
- Download the Lenovo Lencare App from Google Play Store and update your warranty
- Log on to: <https://www.lenovo.com/registration/>
- Send the following items 1) Scan of Invoice 2) Picture of the Serial Number on the back of the laptop 3) Order Confirmation mail from Amazon to **pop@lenovo.com**

If you are still unsatisfied, please contact Amazon Customer Service at <https://www.amazon.in/gp/help/customer/contact-us> through chat, email or phone and we will assist you in resolving this.

Q4. What if I get a damaged/defective product?

Please refer to the Amazon return policy at [About Returns Policies](#) . In case of a technical problem with your item, we may ask you to contact the manufacturer directly for better resolution of your problem.