



DOA (Dead on Arrival) for Lenovo products

DOA scope:

- Defective machines which are 100% not functional (No power on), sold to end customers and claimed with 14 days of purchase.

Out of DOA scope:

- Cosmetic defects (scratches, cracks, disconnected parts and etc)
- LCD defects (dead pixels, lines, white/dark spots, dust between matrix and glass and etc)
- Defective speakers, camera, touchpad, battery, KB, HDD, RAM, cables and etc.
- Pre-sale defective machines
- Machines with damages during transport
- Machines with missing accessories (adapters, cables and etc)

All machines which have issues categorized as Out of DOA scope need to be serviced and returned for sale.

For more information: <http://shop.lenovo.com/gr/el/services-warranty> or

http://www.lenovo.com/services_warranty/gr/en/ or call +30 2111984507 (Greece) – 022030649 (Cyprus).