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**Subject: New IDEA DOA Process**

**Ref # Infolink# 2010240  
13 Dec 2010**

Dear Business Partner,

In keeping with Lenovo's commitments to constant improvement and ease of business, we are pleased to announce the formal rollout of our new DOA process for Idea range of products on Dec 15th 2010. We will pilot the new process with some key partners/regions for about a month and transition all partners/customers once the process has stabilized.

As all of you well know, in the past months our DOA process has had a lot of issues with slow resolutions of your cases. We are making some key changes as follow:

- Improving the end-customer experience by enabling him/her to quickly resolve the issue directly with the business partner who has sold him/her the machine
- Enabling a 'DOA certificate' mechanism through which business partners can easily claim a refund/replacement
- Speeding up our reverse logistics by which we get the defective machine picked up
- Speeding up the process by which refund credit notes/cheques are generated

Please spend some time to go through the process and key change points, and please ensure that you also educate the end customers and downstream business partners about the new procedures.

Warm Regards,  
Lenovo (India) Pvt Ltd.

**Siddhartha Niyogi**  
India HSB

**Restricted circulation to only Lenovo Business Partners**

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DOA MADE EASY!

Lenovo Defective Machine Refund/Replacement Process & Policies



On receiving DOA Certificate, store can refund/replace to end customer because Lenovo guarantees a refund or replacement to the store in turn

BP should verify the validity/authenticity of DOA certificate presented by end customer/other BP from Lencare

Conditions for DOA Replacement/Refund

Defective machine has to be returned free of all physical damages.

The original box along with the following accessories must be handed over with the defective unit:

- Notebook computer: Battery, adapter and power cord, memory, hard disk, optical disk (e.g. CD/DVD)
- Desktop computer: keyboard, monitor, mouse, speakers (if applicable), power cords, hard disk, optical disk:
- Monitor: Power cord

In case any of the above conditions are not met, the replacement/refund shall be rejected by Lenovo.