

# Lenovo Warranty Service Sheet

\*\*\* **BACKUP ALL OF YOUR FILES BEFORE SERVICE!** \*\*\* Date: \_\_\_\_\_

**UPTECH will not be responsible for the loss of your programs or data. If a replacement or re-image of the hard drive is required, all of your data and software settings will be lost.**

To provide you with the most efficient service possible, please provide the information requested below. Lenovo technicians will make repair decisions based on your Contact Center case record and the information provided below. Please include this completed form with your PC when it is sent to the repair center. Thank you for your cooperation.

## CUSTOMER AND MACHINE INFORMATION:

Customer name: \_\_\_\_\_ Machine type/model: \_\_\_\_\_

Customer Address \_\_\_\_\_

Contact phone: \_\_\_\_\_ Serial number: \_\_\_\_\_

Customer E-mail: \_\_\_\_\_

Failure description and steps to recreate failure symptom:

\_\_\_\_\_  
\_\_\_\_\_

I understand that the replacement or reimaging of the hard drive will result in complete data and application loss and reset the machine to the original factory settings: \_\_\_\_\_ (Signature Required)

If any of these components are included, please itemize the device(s) in the section below.

*\*\*Sample Exception: Power related issues will require you to send the AC Adaptor, Power cord & Battery along with the machine to UPTECH COMPUTER. \*\**

Please check any of the following items that are being sent In  
With the Laptop PC. Please include size where appropriate.

Hard Drive Size: \_\_\_\_\_ GB

*Please review hard drive Re-image / Replacement warnings above.*

Additional Memory Please specify total memory size: \_\_\_\_\_ GB

Battery \_\_\_\_\_, AC Adapter \_\_\_\_\_

Other(s) Please specify: \_\_\_\_\_

Power On Password: \_\_\_\_\_ Hard Drive Password: \_\_\_\_\_

BIOS Password: \_\_\_\_\_ Operating System Password: \_\_\_\_\_