



Lenovo Inventory Control Sheet

*** **BACKUP ALL OF YOUR FILES BEFORE SHIPPING!** ***

Lenovo 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: _____ Case number: _____

Contact phone: _____ Machine type/model: _____

Customer E-mail: _____ Serial number: _____

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)

When sending your PC to the repair center please do NOT include AC Adapters, Power Cords, Batteries, Docking Stations, USB Devices, Disk Media, or SIM Cards unless otherwise directed by the Contact Center. If including any of these components, please check the component(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 the Depot. ***

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.

☐ Media or Media Device (CD / DVD / CDRW / BluRay)

Please specify device type: _____

☐ Wireless Device Please specify device type: _____

☐ Additional Memory Please specify total memory size: _____ MB

☐ Power cord

☐ Battery

☐ AC Adapter

☐ Other(s) Please specify: _____

PASSWORDS:

To accurately diagnose problems and completely test your machine, technicians need to access the Operating System. Without access to the Operating System, your machine can not be fully tested after the repair. Please remove your passwords or include them below prior to shipping the machine into the Repair Center. If there are passwords on the machine we will not be able to properly diagnose the problem and may return the machine to you not completely repaired or not repaired at all.

Remember: Passwords are case sensitive and may include numbers and characters. Please print clearly.

Power On Password: _____ Hard Drive Password: _____ BIOS Password: _____

Supervisor Password: _____ Operating System Password: _____

FOR CUSTOMERS WHO HAVE PURCHASED ACCIDENTAL DAMAGE PROTECTION:

Under the Service Contract Terms and Conditions, Lenovo has agreed to provide you Accidental Damage Protection repair services if your computer is damaged unintentionally due to an accident. Please confirm your computer was damaged due to an accident by providing your signature here: _____

Please Ship PC To:

USA Customers:

Lenovo Authorized Service Center
4400 Commerce Crossings Dr
Louisville, KY 40229

CANADA Customers:

Lenovo Authorized Service Center
755 Wallace Road, Unit P
North Bay, Ontario P1A0E7

SHIPPING NOTE:

If we haven't received your machine at the Repair Center within 30 days, the case will be automatically closed. If you still wish to send your machine in for repair, a new case will have to be opened by visiting www.lenovo.com/contact.

Shipping Box:

Please do not use your original display box to return your system to the depot. The Depot will not be able to return the unit in your original display box.

Please cut off the slip with the applicable shipping information below and affix it to the outside of the shipping carton. Remember to include the Inventory Control Sheet inside the shipping carton along with your PC.

✂_For_ **USA**_____

From:

Lenovo Case Number_____

Send to:

**Lenovo Authorized Service Center
4400 Commerce Crossings Dr
Louisville, KY 40229**

✂_For_ **Canada**_____

From:

Lenovo Case Number_____

Send to:

**Lenovo Authorized Service Center
755 Wallace Road, Unit P
North Bay, Ontario P1A0E7**