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	https://pcsupport.lenovo.com/in/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 https://pcsupport.lenovo.com/in/en/warrantysupport
2. Check your warranty status
3. Click on Registration support
4. Fill in your personal and purchase details (as mentioned in invoice copy)
5. Upload invoice copy, P-Slip copy and serial number scan copy

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

- Call Lenovo Customer Care at 180030005366 // 18004197555 (Between 10 AM to 7 PM (IST)) (Monday to Saturday)
- Download the Lenovo Lencare App from Google Play Store and update your warranty
- Log on to: http://lenovoservices.net/NewProductReg_Form.aspx
- Send the following items 1) Scan of Invoice 2) Picture of the Serial Number on the back of the laptop 3) Order Confirmation mail and 4) P-Slip 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 .

Q5. I have received my product. Where do I get drivers for my laptop?

Ans: Lenovo recommends you download the appropriate drivers from https://support.lenovo.com/in/en/

Q.6. I purchased a laptop with pre-installed Microsoft Office Home & Student. But, I did not receive any printed product key. Is this an issue?

Whenever a laptop comes with a preinstalled MS Office, the Office product key is transmitted digitally to the PC when trying to activate Windows. You don't actually need or receive a printed product key. Please check this link: https://support.office.com/en-us/article/activate-an-office-purchase-or-free-offer-on-a-new-pc-89881633-0b26-4ca8-816b-93f347bd92c0?ui=en-US&rs=en-US&ad=US for more details on how to activate the pre-installed Microsoft Office.

*** Important Note ***

If you have purchased a Lenovo Notebook/Desktop/AIO with preinstalled Windows 10 operating system, Lenovo advises to create a recovery media during first use. Kindly use the below link for knowhow to create recovery media under Windows 10.

https://support.lenovo.com/in/en/solutions/ht117511

Useful links for Support and Warranty

Useful Links for Support and Warranty	
Warranty Update	http://lenovoservices.net/NewProductReg_Form.aspx
Warranty Status	https://pcsupport.lenovo.com/in/en/warrantylookup
Driver Download	https://support.lenovo.com/in/en/
Email Support	https://pcsupport.lenovo.com/in/en/EmailWithService
Chat Support	https://pcsupport.lenovo.com/in/en/livechatpc
Arrange a Callback	https://support.lenovo.com/in/en/contactus/callback
Find nearest Service Center	https://pcsupport.lenovo.com/in/en/ServiceProvider
Check Repair Status	https://pcsupport.lenovo.com/in/en/repairstatus
Toll Free Support	180030005366 // 18004197555 (Between 10 AM to 7 PM (IST)) (Monday to Saturday)