

DOA Procedure Lenovo (Idea, Think, Tablets)

1. DOA definition

DOA is an acronym standing for „Dead On Arrival“ and refers to a new Lenovo-branded product upon its first use out of the box that is faulty at the point of arrival with the end user. This would mainly be from factories to the point of sale or because a faulty component, doesn't start to work at all.

DOA relates to a hardware failure where the machine fails to operate 1st time of use.

A hardware failure is when one or more of the main components of a product, such as Mainboard, Processor, Memory, VGA card, Hard Drive, Media Drive, LCD, KB or similar component, is not working at all. It is NOT when one or more of the components are simply noisy or a particular piece of media fails to read once or similar.

Software failure are not classified as DOA since there are revisions, updates and so on, released often by the respective licensor, that continuously improve compatibility with all devices, current and future.

Compatibility problems are at no point of time classified as DOA. Example: a printer that is not working with one desktop because specific drivers are missed or because one specific CD is not working in the media drive. All hardware suppliers do not commit that our products run with the full plethora of devices present in the market. On the contrary, it is the responsibility of the third party vendor is to ensure and confirm that all devices and media are compatible with existing DT and NB products.

The case of missing or incorrect accessories such as manuals, CDs and leads should never be classified as DOA because this can easily and promptly resolved by sending out the correct parts. Only if parts are not freely available will the case be re-classified as DOA. Please raise a MIPR through Lenovo Customer Fulfilment.

DOA refers only to hardware failure happening at the first use. Any hardware failure is easily evident at the first use because the product:

- is simply not switching on,
- is not booting up
- is not reading any media etc.

In the event that any end users should experience a DOA just having bought the product, they need to report the fault directly to Distributer/Retailer/Re-seller no later than 14 days from the purchase invoice date. The unit must be returned in the same condition as at the time of purchase together with original box, accessories and documents (manuals and proof of purchase)

NOTE: If the product is deemed by Lenovo NOT to be DOA, Lenovo's standard product warranty will apply.

2. Concealed and cosmetic damages

Concealed and cosmetic damages are not in the scope of DOA.

In case concealed or cosmetic damage is found upon opening of the box whereas there is no damage on the box of the machine a claim in Lenovo Dispute portal needs to be raised by Distributor under Product Damage category with attached pictures of the box and the damage. The case will be reviewed by AR team and depending on the damage:

NB! Not applicable for units older than 6 months from delivery from Lenovo

3. Pixel policy

While checking dark spots on an all-white screen or bright spots on all-black screen check for scratches, dents, and other defects at the same time. If the numbers of the bright/dark dots do not meet the number of 3 defective pixels during the warranty period then contact Lenovo or your service provider for assistance.

4. DOA period

Country	DOA Period
RO	14 days

4.1 Pick-up points

RO:

Depanero:

Orhideelor 27 – 29, Bucuresti 01953

5. DOA process step by step

1) Customer claims DOA machine within 14 days to Reseller / Retailer

- 2) Reseller / Retailer validates customer claim.
- 3) Subject machine together **with original packaging, all accessories, manuals and PoP are sent to pick-up point-> Depanero**. Label or information that the machine is DOA need to be presented on the box.
- 4) From pick-up point Depanero all DOA machines are send to CTDI for validation
- 5) CTDI RO does technical validation:
 - 5.1) Unit is **with HW Fault** –
 - 5.2) Unit is with **NTF** – unit is put back in sealed original packaging and returned to Depanero (not eligible for discount)
 - 5.3) Unit is with **CID** –DOA is rejected and machine is returned to Depanero (not eligible for discount)
 - 5.1.1) Unit gets repaired
 - 5.1.2) Unit is put back in a sealed packaging **together with all accessories and manuals**
 - 5.1.3) Unit gets returned from CTDI to pick-up point Depanero accompanied with an ascertain protocol proving that the units is eligible for a discount
 - 5.1.4) Depanero returns the unit to Reseller/Retailer
 - 5.1.5) Reseller/ Retailer returns the repaired unit together with the ascertain protocol to Distributor to receive a CN

6. DOA regulation rules

BPs need to follow DOA regulation rules in terms of invoice vs the issue reported date. Shops are responsible to send us the units within the legal DOA period to pick-up points.

If a unit is reported as a DOA and do not fall under the legal terms, then service center do the technical validation and based on the results you have the following options:

- **NTF**: No Trouble Found: The case is automatically rejected as there are no hardware issues with the unit
- **HW Fault**: The case is accepted for IW repair only, service center do a repair and send back the unit together with ascertain protocol
- **CID**: Customer Induced Damage. The case is automatically rejected as there are no IW hardware issues.

Note! All DOA machines should be delivered to pick up point not later than **10** days after DOA given period per country.

DOA units are accepted only within **the first year from manufacture date!**

Monitors, docking stations and accessories are out of DOA scope.