

ThinkPlus Advanced Installation Service for Desktop and Notebook

Part Number	Service Description
60Y2723	Advanced Installation for desktop and notebook (For One Lenovo PC)
60Y2724	Advanced Installation for desktop and notebook (For Additional one Lenovo PCs at the same site)

Thank you for purchasing the Lenovo ThinkPlus Advanced Installation Service ("Service") for Lenovo desktop and notebook ("Lenovo PC"). Lenovo provides an onsite advanced installation service for Lenovo PC. The scope of this service includes:

- Unpacking the PC and associated options provided by Lenovo together with Lenovo PC
- Setting up and connecting all accessories and peripherals provided by Lenovo together with Lenovo PCs, including keyboard, mouse, monitor, media slice etc.
- Initializing the pre-installed Operating System
- Installing and configuring up to three third party external devices such as printer, input device, webcam (customer shall prepare all necessary conditions for the installation, including but not limited to cables and drivers programs)
- Connecting the phone line/Ethernet cable (if any)
- Configuring Internet Connection
- Setting up the print queue
- Providing a 20-minute basic tutorial to the customer

This Service does not cover:

- Installing and/or initializing any software not provided by Lenovo together with the Lenovo PC except for initializing the Operating System abovementioned
- Installing and/or initializing any hardware not provided by Lenovo together with the Lenovo PC except for the up to three external devices abovementioned
- Data migration
- Assistance on "how-to" questions

After the PC is delivered at the location designated by you, our Service staff will call you to schedule the service fulfillment appointment.

Should you have any enquiries about our service order and appointment, please feel free to contact our hotline at 800938838.

Terms and conditions

1. These Terms and Conditions govern the Lenovo ThinkPlus Advanced Installation Service for Lenovo Desktop and Notebook (PN: 60Y2723 and 60Y2724, Service). By purchasing this Service, you acknowledge your understanding and acceptance of all the terms and conditions of the Service.
2. Lenovo will provide Service at the location designated by you.
3. Service (PN: 60Y2724) must be provided at the same date and location with Service (PN: 60Y2723). Additional onsite visiting will incur a surcharge to you.
4. You agree (1) that you are responsible for the results obtained from the Service; and (2) that you will provide Lenovo with sufficient, free and safe access to your facilities for Lenovo to fulfill our obligations. Except as explicitly agreed by Lenovo otherwise, Lenovo will only provide Service after your total payment of the Service fees and charges.
5. You agree to obtain an authorization from the owner to have Lenovo service a machine that you do not own. You agree to follow the instructions we provide and where applicable, before Service is provided: (1) follow the problem determination, problem analysis, and service request procedures that we provide; and (2) secure all programs, data, and funds contained in the machine.
6. You agree and undertake that you have the obtained due, appropriate and sufficient authorization from any third party provider of software or other technology for Lenovo to perform the Service under these terms and conditions. You will defend, hold harmless and indemnify Lenovo, Lenovo's affiliates, Lenovo's contractors and Lenovo's employees from any and all claims, allegation, prohibition, litigation or liabilities arising out of any actual or alleged infringement of such third party rights, including but not limited to intellectual property rights, and will pay any and all damages, fines, attorney fees, settlement payments and other costs arising hereof.
7. Lenovo will only use the information provided by you, including your ID and password for the purpose of this Service. You are fully responsible for all activities that occur under your ID and Password.
8. You warrant that the product is free from any legal or other obligations or restrictions that prevent the Service. We are only responsible for the loss or tangible damage to your product while it is (1) in our possession or (2) in transit in those cases where we are responsible for the transportation.
9. This Service is only applicable for products distributed and located in Hong Kong and is only available in Hong Kong.
10. In case that this Service cannot be completed due to customers' failure to meet their obligations, this Service shall be considered completed.
11. In case that the Service could not be completed due to the incompatibility of Lenovo PCs and options, accessories and/or peripherals not provided by Lenovo together with Lenovo PCs, this Service shall be considered completed.
12. Limitation of liability. Circumstances may arise where, because of a default on Lenovo's part or other liability, you are entitled to recover damages from Lenovo. In each such instance, regardless of the basis on which you are entitled to claim damages from Lenovo (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Lenovo is liable for no more than (1) damages bodily injury (including death) and damage to real property and tangible personal property, and (2) the amount of any other actual direct damages or loss up to the amount paid for the Service that is the subject of the claim. This limit also applies to any of Lenovo's subcontractors. It is the maximum amount that Lenovo and/or its subcontractors are collectively responsible for. Under no circumstances is Lenovo, its subcontractors, or your reseller liable for any of the following (1) third-party claims

against you for damages (other than those under the first item above); (2) loss of or damage to, your records or data; or (3) special, incidental, or indirect damages for any economic consequential damages (including lost profits or savings), even if Lenovo, its subcontractors, or your reseller are informed of this possibility.

13. Nothing in this agreement affects any statutory rights of consumers that cannot be waived or limited by contract.
14. Both you and Lenovo agree that, under this agreement, all information exchanged is non confidential. If either you or Lenovo requires the exchange of confidential information, it will be under a signed confidentiality agreement.
15. Neither you nor Lenovo will bring a legal action, under this agreement, if more than two years have lapsed since the cause of the action unless otherwise provided by local law without the possibility of contractual waiver or limitation.
16. Neither you nor Lenovo is responsible for failure to fulfill any obligation due to causes beyond the obligated party's control.
17. You may not assign, or otherwise transfer, this agreement or your rights under it, or delegate your obligations, without Lenovo's prior written consent. Any attempt to do so is void.
18. In the event that any provision of this agreement is held to be invalid or unenforceable, the remaining provisions of this agreement remain in full force and effect.
19. All your and Lenovo's obligations are valid only in Hong Kong Special Administrative Region in which Lenovo provides the Service.
20. These terms and conditions are subject to Lenovo's change at any time without notice.
21. The Laws of the Hong Kong Special Administrative Region will govern, interpret, and enforce all of your and Lenovo's rights, duties and obligations arising from, or relating in any manner to, the subject matter of this agreement, without regard to conflict of law principles.