

To be filled in by Zimmermann IT:

RMAA

Lenovo warranty form

Zimmermann Electronic Vertriebs GmbH is your Lenovo Authorized Warranty Service Provider (AWSP). The repair of your device is free of charge within Lenovo's limited warranty period and terms of service.

Please note that we can **only** carry out warranty repairs **for Lenovo business devices**. The following series are included: ThinkPad, ThinkBook, ThinkCentre, ThinkStation and a few others. Consumer series such as IdeaPad, IdeaCentre or Legion can only be processed if they have been purchased from us. If you have any questions, please contact us!

Please fill out this form and send it with the purchase receipt number (e.g. KABR... / R...) or with a copy of your proof of purchase (device does not have to be purchased from us) and the goods sufficiently stamped and well packaged to:

Zimmermann Electronic Vertriebs GmbH
RMA-Abteilung
Sprestr. 2
64295 Darmstadt



Contact information for inquiries:

Phone:
06151 / 6669 - 600

Email:
support@zimmermann-it.solutions

Customer Information

Customer no. (if available):

Invoice no. (if available):

Company name:

Name / Representative:

Invoice address:

Shipping address (if different):

Phone:

Email:

Device Information

Manufacturer / Model:

Device serial no.:

Included accessories *

Power supply Bag/Sleeve Mouse Stylus USB flash drive USB SSD/hard drive

Other:

* Please only include accessories that are necessary for the diagnosis/repair.

1. **Brief description of the problem:**

2. **How does the problem occur?**

immediately delayed sporadically

3. **Username/Password (Operating System):** Yes / No
BIOS Password: Yes No

4. **Express Service**

Repairs usually take about 4-7 business days (when the device is submitted by 1:00 p.m.). All devices are processed chronologically. If you wish an express service, we charge an additional fee of € 50,-incl. VAT and prioritize your request. The next available technician will then process your request accordingly. This will shorten the processing time - excluding lead time for spare parts - to about 1-2 business days.

I do wish an express service.
I do not wish an express service.

5. **Data backup**

I am aware that Zimmermann Electronic Vertriebs GmbH is not responsible for any data loss, and I am responsible for creating functional and complete backups myself.

I authorise Zimmermann Electronic Vertriebs GmbH (if technically possible) to
create a backup of the user data on an own storage device or new data carrier (additional hardware costs will apply) for € 60,- incl. VAT.*
the creation of an advanced data backup of the complete system as an image on an own storage device or new data carrier (additional hardware costs apply) for € 120,- incl. VAT. **

I do not wish any data backup.

** Only your personal data such as images, documents, music, etc. are included in the backup, located in the Windows user folder. Installed programs and data located outside of the user folders are not included.
** The entire system, including programs and operating system, is secured as an image and adapted to new hardware during restoration if necessary. We cannot guarantee a functioning system on different hardware in every case! Non-functional backups won't be charged.*

Your personal data will be treated confidentially. The data will only be saved on our systems temporarily and securely deleted after the process has been finished.

6. **Cleaning**

I would like to have my computer cleaned in- & externally with compressed air for € 30,- incl. VAT.
I do not wish to have my computer cleaned.

7. **Pickup / Shipping**

I would like the goods
to be picked up by myself at Spreestr. 2, 64295 Darmstadt (free of charge).
shipped to me free of charge (only laptops/small parts, shipping by DHL).
delivered by the Zimmermann courier within Darmstadt (for € 25,- incl. VAT).

I hereby authorize Zimmermann Electronic Vertriebs GmbH with the execution of the repair within Lenovo's warrant terms:

Items accepted with reservations
(for on-site submission):

Date, customer/authorized representative's signature

Date, employee's signature