



# IBM International Warranty Service entitles your machine to warranty service in another country to which your machine is relocated

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## Overview

IBM<sup>®</sup> International Warranty Service enables you to relocate any machine that is eligible for International Warranty Service to another country and continue to receive warranty service.

International Warranty Service eligibility for your machine is now included in IBM Warranty lookup.

### Features and benefits of International Warranty Service coverage

This no-charge warranty service applies to all machines that are eligible for International Warranty Service.

- Under International Warranty Service, you may obtain warranty service throughout the machine warranty period in any country in which the machine is serviced.
- Warranty service may be performed by IBM, IBM service providers, or agents approved to perform warranty service.
- The type of warranty service (Customer Replaceable Unit or On-site Repair) or Service Level (9x5 Next Business Day or 24x7 Same Day) in the destination country may be different from that which is provided in the original country of purchase. The types of warranty service and service level are subject to local practice. IBM reserves the right to change or modify its type of warranty service and service level by country at any time without notice.
- The observed warranty period will be that of the country in which the product was originally purchased.

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## Key prerequisites

IBM must announce International Warranty Service eligibility for machines at a machine type level.

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## Planned availability date

August 9, 2016

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## Description

IBM International Warranty Service is available throughout the warranty period for IBM machines that are eligible under the original service offering. You can relocate any machine that is eligible for International Warranty Service and continue to receive warranty service from IBM or IBM service providers and agents who are approved to perform warranty service in any country where the IBM machine is serviced. If you move your machine to a different country, you are required to report the machine information to your IBM Business Partner or IBM representative.

This announcement does not change IBM hardware product warranties. IBM warrants products that are in accordance with the IBM Statement of Limited Warranty that is provided with each product in the original country of purchase.

Eligible machines for the International Warranty Service include support in any country where the IBM machine is serviced. Machines that are eligible for the International Warranty Service will continue to receive warranty service under International Warranty Service for the remainder of the machine warranty period. Machine warranty periods may vary by country; however, the warranty period observed will be that of the country in which the machine was originally purchased.

To determine machine International Warranty Service eligibility, you can now use [Warranty lookup](#).

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## Product positioning

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IBM International Warranty Service positions IBM machines to compete for international clients and business partners involved in global infrastructure deployments.

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