



International Warranty Service Offering Now Available Without Registration

Overview

IBM has enhanced the International Warranty Service (IWS) offering to allow customers who travel with or relocate any IWS-eligible machines to receive warranty service without the requirement of registering their machines for IWS.

Mandatory Features and Benefits

IWS Coverage

This no-charge service offering applies to all IWS-eligible machines.

- Under IWS, customers may obtain warranty service throughout the machine's warranty period in any country in which the machine (as identified by the four-digit machine type) is sold and serviced.
- Warranty service may be performed by IBM or IBM resellers approved to perform warranty service.
- The method of service delivery (for example, depot, customer carry-in repair (CCR), or IBM on-site repair (IOR)) in the destination country may be different from the method provided in the country in which the machine was purchased. (Service delivery method is subject to local practice. IBM reserves the right to change or modify its service delivery methods by country at any time without notice.)
- The warranty period observed will be that of the country in which the product was purchased.

IBM is enhancing the service and support of Personal Computing Division (PCD) products by revising the requirements for obtaining IWS. This service offering allows customers to travel with or relocate any IWS-eligible machine to another country while retaining the ability to receive warranty service from IBM or IBM resellers approved to perform warranty service.

This enhancement to the current IWS service offering allows IBM customers to take advantage of International Warranty Service without the requirement of registering their machines. By virtue of the purchase of an IWS-eligible machine, customers will now be automatically eligible to receive warranty service under IWS.

Planned Availability Date

October, 1, 2001

At a Glance

The IWS offering is being enhanced to enable customers who travel with or relocate any IWS-eligible machine to receive warranty service without IWS registration. By purchasing an IWS-eligible machine, customers will now be automatically eligible to receive warranty service under IWS.

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: <http://www.ibm.com>.

Description

IBM provides International Warranty Service (IWS) throughout the warranty period for selected IBM Personal Computing Division (PCD) machines. The IWS offering enables customers who travel with or relocate any IWS-eligible machine to retain the ability to receive warranty service from IBM or IBM resellers approved to perform warranty service. IWS-eligible machines may be serviced by IBM or an IBM reseller approved to perform warranty service (under the warranty terms) in any country where the IBM machine (based on four-digit machine type) is sold and serviced. When customers purchase an IWS-eligible machine, IBM will provide hardware-component warranty service during the original warranty period, anywhere in the world where that machine type is sold and serviced. This service offering announcement does not change IBM's product warranty. IBM warrants products in accordance with the IBM Statement of Limited Warranty provided with the products in the country of purchase.

With today's announcement, customers purchasing IWS-eligible machines are no longer required to register their machines for International Warranty Service. Customers who may have previously registered machines for International Warranty Service will continue to be able to receive warranty service under IWS for the remainder of the machine's warranty period. Any machine that is announced as an IWS-eligible machine will automatically be eligible for IWS service in any country in which that machine type is sold and serviced. Customers can determine a machine's IWS eligibility by reviewing the product announcement letter at this Web site:

<http://www.IBMLink.ibm.com/ibmlink?xu=guest&xh=logon&request=usa.announcements&parms=Q>

In addition, customers can access the IBM Support Web site to view:

- A machine's warranty entitlement and IWS eligibility
- A list of countries providing IWS service
- Contact information where IWS service is available

The location is:

http://www.pc.ibm.com/support?lang=en_US&page=pewselect&brand=root&doctype=&subtype=Cat&up=

If you are unable to access the Internet, contact one of the International Warranty Service Offices (IWSOs) below. The four IWSOs can answer customer questions concerning IBM's International Warranty Service during normal business hours, Monday through Friday.

- Americas IWS Office: 800-497-7426 or 1-248-740-1215
- Europe/Middle East/Africa IWS Office: 44-1475-893638
- Asia Pacific IWS Office (Japan/China/Korea): 81-462-73-7598
- Asia Pacific IWS Office (Australia/Southeast Asia): 61-2-9354-4171

For further information, refer to the documentation and publications that came with your machine.

The method of warranty service delivery provided (for example, depot, customer carry-in repair (CCR), or IBM on-site repair (IOR)) in the servicing country may be different from the method provided in the country in which the machine was purchased. (Service delivery method is subject to local practice. IBM reserves the right to change or modify its service delivery methods by country

at any time without notice.) Under IWS, warranty service will be provided via the prevailing service delivery method available for the IWS-eligible machine type in the servicing country. Service procedures may vary by country, and some service and/or parts may not be available in all countries. Some countries may have fees and restrictions that may apply at the time of service. IWS eligibility is based on the four-digit machine type; however, certain countries may not have the capability of servicing all models of a particular machine type.

Customers who purchase IWS-eligible machines will be automatically eligible to obtain warranty service under IWS throughout the machine's warranty period in any country in which the product (as identified by the four-digit machine type) is sold and serviced. Warranty service may be performed by IBM or IBM resellers approved to perform warranty service. Machine warranty periods may vary by country; however, the warranty period observed will be that of the country in which the machine was purchased.

Programs Licensed Under IBM License Agreements

While traveling or relocating outside the county of acquisition, customers may use IBM programs licensed under the IBM License Agreements in conjunction with the IBM PCD machines. IBM License Agreements apply and are governed by the laws of the country in which the programs were acquired.

Laws and Regulations

Customers are responsible for complying with all applicable United States and foreign laws and regulations including, without limitation, United States Department of Commerce regulations regarding the export of restricted technology. Depending on the country and the specific hardware and/or software configuration, other laws and regulations may apply. In addition, customers are responsible for obtaining all necessary clearances required to export or re-export from the country of origin/shipment and import into the country of installation, and shall bear any associated costs, tariffs, and duties.

Trademarks

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