



IBM NETVISTA/THINKCENTRE PERSONAL COMPUTERS AUTHORISED WARRANTY REPAIR GUIDELINES

CVSI is authorised by IBM to repair this equipment, and the purpose of this summary sheet is to outline IBM Terms and Conditions applicable to repairs carried out under IBM Warranty.

Reporting Fault	Call CVSI Support Line 01924-401200, and CVSI will log fault with IBM on customer's behalf. Information regarding Model Type (e.g. 8319-72G) and Serial Number (e.g. KDDZ4BA) will be required.
Response	By end of 2nd business day following customer call for service. (On-Site only)
Type of Response	(a) On-Site. CVSI engineer will attend site, or (b) Carry-in. Faulty equipment to be delivered to CVSI, and collected once repaired.
Type of Cover	Full parts and labour
Limitations	Customers are responsible for all data on the PCs hard disk. Neither IBM nor CVSI have any responsibility in this area
Clearing Calls	Once cleared by CVSI Help Desk, CVSI will clear the call with IBM
Follow Up	IBM routinely follows up service calls to confirm that procedures are being met, and standards maintained. (In this regard, please be aware that any general, adverse comments regarding IBM products will reflect upon CVSI, not IBM).

Note:

CVSI offers support contracts with enhanced terms to those provided by IBM's standard Warranty arrangements, as stated above