



**LENOVO**

**CAMPUS PURCHASE PROGRAM**

## FREQUENTLY ASKED QUESTIONS:

**Q** What is the Lenovo Affinity program?

**A** Lenovo's Affinity Campus Purchase Program (CPP) offers a solution for Students, Faculty, and Alumni to purchase Lenovo PC products, accessories and options directly from Lenovo at discounted prices.

**Q** Why is this the best deal on Lenovo PCs for personal use? What products are available and the discount?

**A** CPP offers you savings not available to the general public.

- Discounted prices of up to 35% on Lenovo home-computing products, including ThinkPad™ and IdeaPad™ laptops, desktop PCs, accessories, software and more. Plus receive monthly eCoupon promotions often offering up to an additional 10%.
- Free shipping on web orders.
- Award-winning service and support.

**Q** What is included in the Affinity program?

**A** As a Lenovo Affinity member your organization will receive a personal web site with a unique vanity URL.

- A dedicated toll-free number to call for any purchasing questions or order inquiries.
- Marketing support from Lenovo.

**lenovo**® **FOR**  
**THOSE**  
**WHO DO.**

Q How do individuals such as Students place an order?

A Customers can order online through your personal site with Lenovo or by calling the dedicated toll-free number Monday–Friday 9:00am–9:00pm, Saturday & Sunday 9:00am–8:00pm Eastern time.

– Your personal number will be answered by a CPP Sales consultant who will be happy to answer your questions, help you configure a system that's best for you, and even place the order.

Q What payment options do I have?

A There are several ways to pay for your new Lenovo PC:

– Bill Me Later® is a quick, easy and secure way to shop without using your credit card. Order now and do not pay interest for up to six months. Minimum purchase required. Subject to credit approval.

– Lenovo accepts most major credit cards, including MasterCard, VISA, American Express and Discover Card when you purchase online or over the phone.

Q What about technical support after I purchase my Lenovo PC?

A Lenovo has a reputation for providing excellent technical support 24/7.

– We provide a toll-free tech support line that is available 24 hours a day, seven days a week for your Lenovo PC.

Q Is there a way to track the status of my order?

A Yes. Customers can track their orders on Lenovo's Web site at: [www.lenovoorders.com/orderstatus/](http://www.lenovoorders.com/orderstatus/) or by calling your dedicated toll-free number.

Q What are some of the other features of the program?

A Lenovo products are Configure To Order (CTO) which allows for individuals to custom configure their system to their requirements.

– A plethora of options and accessories to choose from to customize the solution (ie. monitors, docking stations).

– Automatic removal of constrained and/or discontinued components on the Web site to avoid orders being delayed.

– The web site will always have most up-to-date portfolio of products.

– Frequent sales and special offers to offer greater savings above and beyond the standard discount.

– Dedicated supply team committed to work each open orders to ensure they ship out in a timely manner.

Q Does Lenovo offer a return policy?

A Definitely. Lenovo will accept the return or exchange of a product in its original, sealed package for full refund in cases of Lenovo error. Returns allowed for any other reason will be subject to a restocking fee equal to 15% of the purchase amount. All returns must be initiated within 21 days of the invoice date. For more information about Lenovo's return policy please see our shopping help page on [www.lenovo.com](http://www.lenovo.com)

Q Will my personal information be secure if I order online?

A Yes, your right to privacy is a primary concern for Lenovo. When you visit our web site, we help you maintain control of your personal information on the Internet. Lenovo works with strict guidelines to protect the information you provide during a visit to our web site.

Q Does Lenovo offer price protection?

A Yes. Lenovo offers a 21 day price guarantee. If a lower price is offered on the Web site within 21 days, contact the Sales team to be credited the difference.

– In addition, CPP customers also receive the "Best Price Guarantee" which ensures CPP customers always receive the best price. Find a better price on lenovo.com on the day of your purchase and a Sales specialist will beat that price by \$20.

Q What type of marketing support does Lenovo offer?

A Lenovo can support your organization with print material such as eFlyers and bookmarks.

– We also assist with promoting the program with banners, logos and hero spots designed to fit on your site.

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