

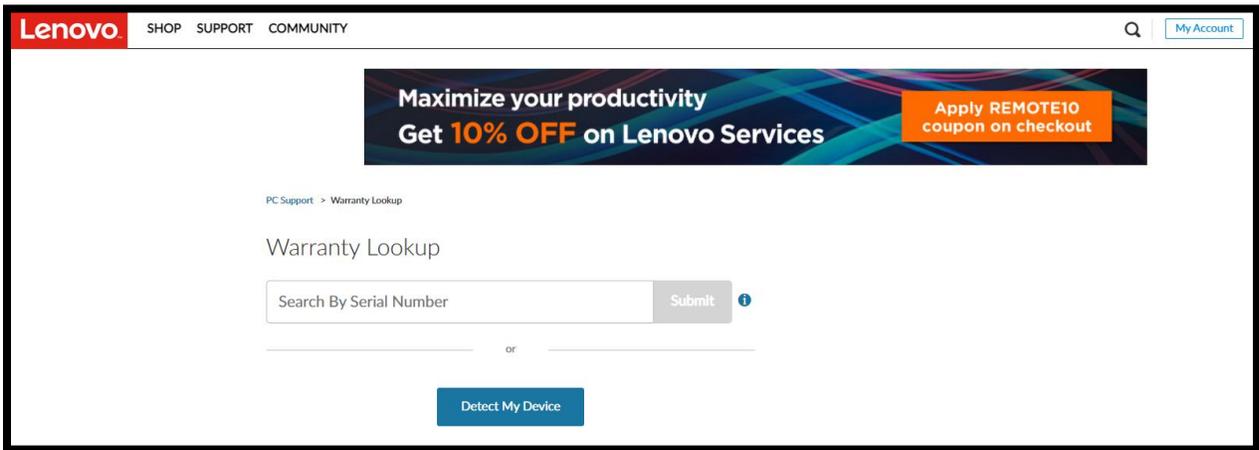
How to Open A Warranty Claim

Verifying Chromebook warranty

Check and verify that your Chromebook is still under warranty go to this link:

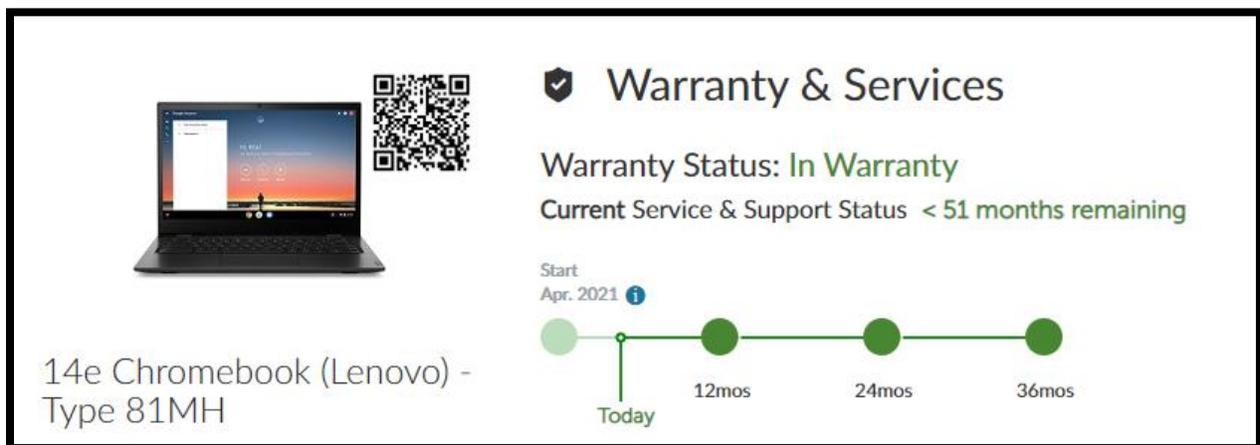
<https://support.lenovo.com/us/en/warrantylookup>

Once you get there select “PC” and it should take you to a page that looks like this.



This page is where you will need to enter your serial number that is located on the bottom of your Chromebook. Once you have input your serial number got ahead and click on submit.

This will be the next page that comes up.



For example, this device has 51 months remaining on its warranty.

Making a warranty claim

Lenovo warranty phone number: 1-877-453-6686

Note - Chromebooks are Idea-brand devices

When opening a claim you will need the **Machine Type** and **Serial Number**, both can be found on the bottom of the device or from the warranty lookup page from earlier. The Machine Type (MT) is the first four digits of the hardware part number. You will need the device in front of you to open a claim. The Lenovo technician will ask you to provide your name and shipping address along with the reason for opening a claim.