

IBM ADVANCED PART EXCHANGE WARRANTY SERVICE

Announced Worldwide July 28, 2015

Highlights

- ✓ IBM Advanced Part Exchange allows you to order replacement parts directly from IBM during the IBM machine warranty period.
- ✓ Available 24 x 7 as a web based and mobile application
- ✓ Includes warranty entitlement verification for the machine
- ✓ Validates the replacement parts ordered are appropriate for the machine
 - Part substitutions are automated
- ✓ Ships replacement parts to your location for you to install
- ✓ Provides part shipping information and part return tracking
 - Email notifications are available for ship date & ETA
 - Return part tracking updates
- ✓ Available globally (some restrictions apply)
- ✓ No associated contract or fee

To use the Advanced Exchange Warranty Service, follow these steps:

1. Evaluate machine problem by using the procedures provided by IBM
2. Determine if a defective part should be replaced.
 - Contact IBM technical support for assistance if needed.
 - Use the advanced part exchange application to validate machine entitlement.
3. Enter the address where the parts should be shipped.
4. Enter the replacement part number(s).
 - Parts will be shipped to the address specified, Next Business Day (NBD) 9x5, based on commercially reasonable effort.
 - Use the part tracking information for validation on delivery.
5. Once received, install the replacement part in the machine.
6. Follow the parts return instructions and use the packaging provided with the replacement part to return the defective part to IBM.

IBM Advanced Part Exchange participation requires IBM approval

- ✓ Hands-on training is provided for approved clients
- ✓ For more information, contact your reseller or send an email to the IBM contact:
 - US, Canada, Latin America, Asia Pacific
 - bpwsc@us.ibm.com
 - Europe, Middle East, Africa
 - ebpwsc@uk.ibm.com

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First Edition, February 2016

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Printed in USA

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GI11-9919-00

Part Number (1P) 29R2411

