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Even after shifting the popular computing series like ThinkPad to Lenovo almost two decades ago, IBM holds the legacy of trust and value, and people are relying on its used products under the logo â€œIBM Pre-Owned Equipmentâ€•. The success of one-of-its-kind approach speaks a lot about the care that IBM IT Support offers for the sake of its name.

Any such laptops or machines are warranted by IBM from defects in materials and workmanship and conforms to its specifications.

Throughout the warranty period that usually is of 1 year (extended on usersâ€™ demand) IBM provides repair and exchange service for the Machine. The â€œWarranty Informationâ€• page holds the entire information regarding the warranty period, type of warranty service, and service level that apply to your Machine. IBM Support offers complete support from setup and installation to repair, replacement or troubleshooting, but for any product that IBM is responsible to install is not made available for IBM to install within six months the company is entitled to levied charges for the same. However, if you relocate the Machine or have a third party install, IBM reserves the right to inspect the Machine before providing warranty Service on the Machine. It can also charge for the inspection, at its sole discretion.

In case the existing condition of any IBM certified machine is not acceptable to IBM under its terms and conditions to serve, then you can request that IBM restores it to an acceptable condition for Service or you may withdraw your request for warranty Service. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. The warranty of the newly replaced product or part starts from the date of installation. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.

For software part too, you can avail of consulting, deployment and maintenance services from IBM help desk over the secure Internet connection. Passport Advantage and Passport Advantage Express are two comprehensive programs from the brand that are based on common set of agreements, processes, and tools. Experts can take note of the type of IT infrastructure or PC you have, and will suggest you to go for the right software, database type or drivers. Third-party tech support providers are also making advantage of the IBM popularity, and nowadays, all such players have inducted the IBM Support services in their support portfolio.

There is some unique benefit of selecting such portals. First, you are a phone call away from the help desk and the second the service is available round-the-clock. Customized programs, service-level-agreement, and money-back-guarantee are some other salient features that keep you in a strong position. However, being responsible consumers, always take note of terms and conditions, privacy policy, refund policy or any more rules and regulations associated with the tech support portal or their programs or plans to avoid any hassles. After comparing prices and services, select the best and cheap service provider to keep the IBM machine or investment working as per your demand. This is the freedom, and no one can take it away.

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