

Special Terms and Conditions of Lenovo Notebook Products

1. Lenovo laptop (“Device”) is manufactured by Lenovo (Hong Kong) Limited (“Lenovo”). HKBNES is not the manufacturer of the device and shall not be held liable for any loss, damage or liability arising in conjunction with the purchase, possession or use of the device by the Customer. The Customer agrees that any such claims, disputes, or issues related to the device should be directed solely to Lenovo.
2. Lenovo provides 1-year onsite warranty service for the device. Customer should keep the original copy of the delivery note issued by HKBNES for warranty purposes. For any warranty and quality-related concerns, please contact Lenovo directly. Customer may verify the warranty status and obtain support by visiting the Lenovo website (<https://pcsupport.lenovo.com/hk/zh/warranty-lookup#/>).
3. The Lenovo warranty does not cover situation where Device has been altered or repaired other than by Lenovo, damaged due to improper use, neglect or normal wear and tear.
4. During the warranty period, a replacement unit of the device will be provided to the Customer after the cause for failure or defect has been identified by Lenovo.
5. Prepayment is needed before delivery. All payments must be made in full within 5 days of placing the order. If payment is not received within this period, the order may be cancelled.
6. HKBNES strives to deliver the order within 2 -4 weeks from the date of order. However, delivery times are estimates and not guaranteed. HKBNES is not liable for any loss or damage caused by delivery delays.
7. All sales are final. HKBNES does not offer refunds or accept order cancellations or accept changing models once payment has been made.
8. HKBNES strives to ensure that all product descriptions, images, and prices are accurate. However, HKBNES does not warrant that product descriptions or other content on this site are error-free.
9. Regarding any disputes, interpretations, or applications of these terms and conditions will be subject to the sole discretion of HKBNES.