

## CANCELLATION / DELIVERY REFUSAL POLICY

### *Cancellation / Changes / Delivery Refusal - Overview*

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We at Lenova understand Cancellations and Delivery Refusals can happen. Please carefully read the information below to see the guidelines for these processes.

**Please note:** We would appreciate the opportunity to help you with your questions and/or application prior to you submitting your order.

For questions, you can reach Customer Service at **1-877-733-1098**. For your ordering convenience you e-mail U.S. Customer Service at [order@lenovasinks.com](mailto:order@lenovasinks.com) and for Canada e-mail [caorder@lenovasinks.com](mailto:caorder@lenovasinks.com).

### *Guideline for Item Cancellations / Changes / Delivery Refusal*

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#### In-Stock Orders (Products Available for Shipment at Time of Order.)

- Your order can be changed or cancelled if **“In-Process”** with Customer Service at no additional cost.
- Once your order is queued in the warehouse for **“Pick & Pack”** and you decide to make changes or cancel your order, a nominal fee will be assessed to cover the cost of your request.
- When your order is in the **“shipping process”**, cancellations and/or changes unfortunately cannot be processed. Orders at this point are queued or have already been picked-up by the carrier.
- If it is too late to change or cancel an order, you have the right to refuse delivery and the product will be sent back to Lenova. Should you choose this option, additional shipping and restock fee may apply. Please let us know **immediately** if this is your intention and we will do our best to stop and re-route the delivery back to us. Please keep in mind that small package ground deliveries will not stop a package unless an attempt has been made.
- If you accept delivery and still would like to return or exchange the product you have ordered, please [See Steps to Follow for a Return](#) or [See Steps to Follow for an Exchange](#).

#### Special Orders (Products Specifically Ordered for You.)

- **Special Orders are NON-Refundable.**

#### **Disclaimer - Lenova will not be held liable for the following:**

- I. Labor charges, costs associated with removal and reinstallation, and any damages to other property.*
- II. Normal wear and tear due to daily use.*
- III. Damages caused by failure to follow care or installation instructions, improper installation or operation, accident, negligence, and misuse and/or abuse.*
- IV. Unauthorized shipments and/or delivery refusals.*