



Lenovo Smart Lock Terms of Service

Lenovo Smart Lock ("Smart Lock") is a Software Product subject to the [Lenovo License Agreement](#) and the [Absolute End User License and Service Agreement](#).

In the event of a conflict in meaning between the Lenovo License Agreement and these Lenovo Smart Lock Terms of Service ('Terms'), the meaning in the Terms will prevail. Capitalised words not defined in these Terms shall have the meaning set out in the Lenovo License Agreement.

Definitions

'**Customer**' means the individual or business that purchased Lenovo Smart Lock.

'**End-User**' means the individual that uses Lenovo Smart Lock.

1. Lenovo Smart Lock specific license terms.

a. License grant.

- i. Subject to these Terms and the Lenovo License Agreement, upon payment of due license fees, Lenovo grants to Customer a non-exclusive, non-sublicensable, transferable (subject to subsection ii of this section), worldwide (within one of the Regions Setting in the PC), revocable license to install and use, for domestic or internal business purposes, a single copy of the Smart Lock software solely for the purpose of accessing Smart Lock functionalities on a single hardware product at a time during the Subscription Term or Fixed Term as applicable.
- ii. License Transfer is not permitted for Fixed Term Licenses. Customer may transfer its Smart Lock subscription license to a new hardware product during the Term provided the original installation is completely removed and no longer in use on the hardware product Smart Lock was previously installed on.
- iii. Customer is prohibited from commercializing, directly or indirectly, including via a third-party, Smart Lock or part thereof, or products containing Smart Lock or part thereof.
- iv. Customer is permitted to make and install one copy of the Smart Lock software for backup, archival or disaster recover purposes.

b. License commencement.

- i. Where the Customer purchases Smart Lock after device purchase, the license commences on the date Customer purchases the Smart Lock license.
- ii. Where the Customer purchases Smart Lock at the same time as purchasing a device, the license commences on the date the Customer first switches the laptop on.

c. License term.

- i. **Subscription.** Customer may purchase a license to use Smart Lock for a period of one, two, three or four years from the License Commencement ('Initial Subscription Term'). The day after the Initial Term expires, the license will automatically renew for periods of 12-months ('Subsequent Subscription Term')

until the license is terminated pursuant to section 8 of these Terms. Together the Initial Subscription Term and any Subsequent Subscription Term will be referred to as the Subscription Term.

- ii. **Fixed Term.** Customer may purchase a license to use Smart Lock for a period of one, two, three or four years from the License Commencement ("Fixed Term"), which will automatically terminate at the expiry of the Fixed Term.

2. Updates to the Software Product. Customer authorizes Lenovo to download and install updates automatically on devices running Windows 10/11 unless they have been configured to prevent automatic updates. All updates are licensed under the same terms as the Smart Lock as set out in section 1(a) of these Terms.

3. Operating Requirements.

- a. Operating system: Smart Lock will function on Lenovo Desktops, Notebooks and Workstations with Windows 10 or 11 operating systems.
- b. Web browser: Smart Lock will function on Microsoft Edge or Google Chrome web browsers.
- c. Smart Lock is not supported on: Chromebooks or hardware products with Chrome operating system, ThinkSmart, ThinkEdge, ThinkVision Monitor, ThinkPad Dock and non-Lenovo devices.
- d. Customer must have Lenovo Vantage installed on the device for the Smart Lock to function.

4. Customer Account. Customer must create a Lenovo ID to use the subscription services.

5. Customer Data. Lenovo will track the location of Customer's device for the purposes of the Locate and Recovery features of Smart Lock. The Software Product is subject to the Lenovo Privacy Statement for Products available at [Lenovo Privacy Statement | Lenovo UK](#).

6. Billing.

a. Subscription

- i. The Initial Term fee is due at the time of purchase. Auto-renew payment is deducted the day after the expiry of the Initial Term or preceding Subsequent Term unless the Subsequent Term starts at 29th, 30th, 31st day of the month, in which case payment is deducted on the first day of the next month.
- ii. Customer consents to Lenovo direct-debiting Customer's elected payment method in accordance with these Terms.
- iii. Customer is not eligible for a refund if Customer terminates the license for convenience during the Term.

b. Fixed term.

- i. Payment for the Fixed Term license is due at the time of purchase.
- ii. Customer is not eligible for a refund if Customer terminates the license for convenience during the Term.

7. Pricing.

- a. Pricing is set out on Lenovo's Smart Lock website or successor website.

8. Termination

- a. **Subscription.** Customer may terminate its Smart Lock license subscription in Vantage or at the pcsupport.com website, under the 'my subscription' tab.
- b. **Fixed Term.** Customer may terminate its Smart Lock Fixed Term license at any time.