

## SHIELD Extended Warranty with ADP and with ADP Plus Terms and Conditions

Protect your mobile devices with the most comprehensive warranty in the industry. SHIELD with ADP, ADP Plus and ADP Premium come with a zero cost of ownership guarantee. That means no budget surprises for repair or replacement of devices. The Accidental Damage Warranty protects devices from unforeseen mishaps caused by accidental drops and breakage.

### SHIELD with ADP Extended Warranty Coverage Terms

- Device is protected for up to four (4) years, dependent on coverage purchased.
- Warranty includes unlimited device damage claims per serial number. \*
- Protective device cover must not be removed at any time for claim to be honored.
- Replacements will include new or 'like new' devices or parts of the same model/specifications, or those similar, if the same are not available.
- Purchaser is responsible for decommissioning the defective device from the Chrome Management Console prior to repair and for reenrollment of the device when it is returned. \*\*
- Customer must initiate repair by calling the Bluum toll-free customer service number at 1-888-226-5727 via email at [service@trox.com](mailto:service@trox.com) or by entering the information in the SHIELD Customer Service Portal.
- Bluum will provide packaging for return, and pay all costs associated with shipping, parts and labor.
- Warranty repairs must be returned to a designated Bluum service center. Service centers are located in Dallas, Texas and Markham, Ontario.
- Warranty commences on the date of invoice and ends on anniversary date based on length of coverage.
- Warranty does not cover wear and tear, software-related issues, unreasonable use, modification, tampering, damage caused by natural disaster or any other causes not specifically related to defective materials or workmanship, or accidental mishandling of the product.
- Accidental Damage cover includes spills but does not include total submersion.
- Bluum is not responsible for software or data losses of any kind, including during transit or while product is being tested or repaired.

\* Does not apply to the device battery, which is covered per the manufacturer terms and conditions.

\*\* Chromebook White Glove Service is not performed on replacement units.

### SHIELD with ADP Plus Warranty Extended Coverage Terms

- Device is protected for up to four (4) years, dependent on coverage purchased.

- Warranty includes unlimited device damage claims per serial number. \*
- Includes coverage for the device battery and AC adapter – limited to one (1) replacement over and above the manufacturer terms and conditions.
- Protective device cover must not be removed at any time for claim to be honored.
- Replacements will include new or ‘like new’ devices or parts of the same model/specifications, or those similar, if the same are not available.
- Purchaser is responsible for decommissioning the defective device from the Chrome Management Console prior to repair and for reenrollment of the device when it is returned. \*\*
- Customer must initiate repair by calling the Bluum toll-free customer service number at 1-888-226-5727 via email at [service@trox.com](mailto:service@trox.com) or by entering the information in the SHIELD Customer Service Portal.
- Bluum will provide packaging for return, and pay all costs associated with shipping, parts and labor.
- Warranty repairs must be returned to a designated Bluum service center. Service centers are located in Dallas, Texas and Markham, Ontario.
- Warranty commences on the date of invoice and ends on anniversary date based on length of coverage.
- Warranty does not cover wear and tear, software-related issues, unreasonable use, modification, tampering, damage caused by natural disaster or any other causes not specifically related to defective materials or workmanship, or accidental mishandling of the product.
- Accidental Damage cover includes spills but does not include total submersion.
- Bluum is not responsible for software or data losses of any kind, including during transit or while product is being tested or repaired.

\* Does not apply to the device battery, which is covered per the manufacturer terms and conditions.

\*\* Chromebook White Glove Service is not performed on replacement units.

### **SHIELD with ADP Premium Warranty Extended Coverage Terms**

- Device is protected for up to four (4) years, dependent on coverage purchased.
- Warranty includes unlimited device damage claims per serial number. \*
- Includes coverage for the device battery and AC adapter – limited to one (1) replacement over and above the manufacturer terms and conditions.
- Coverage includes theft/loss devices. Theft/loss is limited to up to two percent (2%) of the total units purchased at one time or under warranty agreement (theft/loss clause applies to SHIELD ADP Premium warranty only).

Bluum excludes replacement of lost or stolen stylus/EMR pen or AC Adapters. For units reported due to theft, a copy of a police report is required and must be submitted to Bluum with the claim. Further, in the instance of theft/loss, the end customer is required to set the device to "disable" (lock the device) in the Google Admin Console.

- Protective device cover must not be removed at any time for claim to be honored.
- Replacements will include new or 'like new' devices or parts of the same model/specifications, or those similar, if the same are not available.
- Purchaser is responsible for decommissioning the defective device from the Chrome Management Console prior to repair and for reenrollment of the device when it is returned. \*\*
- Customer must initiate repair by calling the Bluum toll-free customer service number at 1-888-226-5727 via email at [service@trox.com](mailto:service@trox.com) or by entering the information in the SHIELD Customer Service Portal.
- Bluum will provide packaging for return, and pay all costs associated with shipping, parts and labor.
- Warranty repairs must be returned to a designated Bluum service center. Service centers are located in Dallas, Texas and Markham, Ontario.
- Warranty commences on the date of invoice and ends on anniversary date based on length of coverage.
- Warranty does not cover wear and tear, software-related issues, unreasonable use, modification, tampering, damage caused by natural disaster or any other causes not specifically related to defective materials or workmanship, or accidental mishandling of the product.
- Accidental Damage cover includes spills but does not include total submersion.
- Bluum is not responsible for software or data losses of any kind, including during transit or while product is being tested or repaired.

\* Does not apply to the device battery, which is covered per the manufacturer terms and conditions.

\*\* Chromebook White Glove Service is not performed on replacement units.