

# **Shield** Terms and Conditions

Shield provides two main types of coverage: Extended Warranty against Manufacturer Defects, and Accidental Damage Protection (ADP). There are 3 levels of ADP coverage: ADP, ADP Plus and ADP Premium. Details of each type and level of program are listed below.

## General Terms for all SHIELD Programs

- Plan coverage:
  - Commences on the date of invoice and ends on anniversary date based on the length of term purchased.
  - Is not in place unless the invoice is fully paid, and the account is in good standing.
  - Is attached to the product's serial number and is not transferrable except as part of a device replacement process initiated by Bluum.
  - Is "return for repair" to an approved Bluum facility.
- Options for initiating repair claims are:
  1. Call Bluum's customer service (toll-free) at 844-MY-BLUUM (844-692-5886),
  2. Email Bluum at [Service@bluum.com](mailto:Service@bluum.com), or
  3. Log into Bluum's Customer Service Portal.
- The customer is responsible for unlocking/decommissioning the defective device from BIOS/Security/Chrome Management Console prior to repair. If this process is not completed the device may be returned untested and/or unrepaired.
- Bluum will provide a pre-paid return shipping label (and packaging if requested), and pay all costs associated with parts, labor, and shipping to a designated Bluum facility.
- Repair Parts may be new original manufacture parts, or like-new equivalent or compatible parts.
- Replacement Devices (at Bluum's discretion) will be new or like-new of the same or better model/specifications. Preference will be given to the same model if available. The remaining term of original device's coverage applies.
- Bluum is not responsible for software or data losses of any kind, including during transit or while the product is being tested or repaired.
- Chromebook White Glove Service is not performed on replacements unless specified.
- Etching, UV, Asset Tags and custom artwork/skins/etc. are not covered to be reproduced on replacement units or parts unless specified.
- Bluum reserves the right to refuse service where the issue: (i) is not covered by the terms of the program purchased, and/or (ii) reasonably appears to be the result of abuse or misuse of the product or terms of the coverage, and/or (ii) results from biological contamination or infestation of the device.
- If a Protective Case was included as part of the warranty sale (Shield 'Case Included' program for Chromebooks), it must not be removed at any time for claim to be honored unless the warranty coverage purchased specifically states otherwise. Damaged protective covers (purchased w/Shield Coverage) that accompany a unit for repair will be repaired, replaced, or substituted at Bluum's discretion as part of the warranty repair service.
- A SHIELD Repair Ticket for Repair of a Device will remain valid for the lesser of 90 days from issuance OR a maximum of 30 days beyond a device's SHIELD Coverage Expiration date. Service may be denied if the device does not arrive in a timely manner per these guidelines.
- Termination of Coverage:

1. Customer initiated Cancellation/Refund of a Shield program must be requested within 30 days of being invoiced but will be refused if any related services have been requested (fulfilled or otherwise) against any of the quantity purchased.
  2. Bluum may at any time cancel coverage and provide a pro-rated refund to the customer for the remainder of the term of coverage.
  3. In the case of approved cancellation, Shield programs that are bundled with a Protective Case that have Shipped to the customer will result in a \$25USD (plus applicable taxes) deduction to any credit per unit irrespective of their disposition.
  4. Bluum may (at its discretion) provide a pro-rated refund of both device and coverage to the customer based on the proportion remaining of the original term rather than repairing or replacing a device.
- Services not included with the purchase of Shield Coverage (but may be available as an additional service purchased separately) include:
    - Case installation.
    - Pro-active, ongoing monitoring of O/S or application software updates.
    - Remote or other electronic monitoring of Customer Device location or status.
    - Monitoring of any content on Customer Device.
    - Providing backup storage or content recovery other than in the ordinary course of providing the tech support services.
    - Repairs that are covered by the manufacturer's warranty or are a result of a recall, regardless of the manufacturer's ability or agreement to pay for such repairs.
    - Cleaning, periodic checkups, and/or preventive maintenance.
    - Triage and Coverage of pre-existing conditions.
    - O/S failure due to failure to performing scheduled OEM updates, Other OEM or third-party software failure and items normally designed to be periodically replaced during the life of the Program Device; including but not limited to batteries unless otherwise stated in the specific coverage purchased.
    - Services related to abuse, misuse, mishandling, introduction of foreign objects into the device, unauthorized modifications or alterations to the device, failure to follow the manufacturer's instructions regarding routine maintenance or operating the device outside of manufacturer's environmental specifications including improper use of cleaning agents, third party actions, fire, theft, insects, animals, bodily fluid exposure, exposure to weather or extreme temperatures, windstorm, sand, dirt, hail, earthquake, flood, water, acts of God, or consequential loss of any nature unless otherwise stated in the specific coverage purchased
    - Any warrantable device issue that is not reported during the Term of Coverage
    - Additional exclusions determined by OEM or Authorized Reseller.

### **Specific Terms: SHIELD Extended Warranty**

- Coverage includes failures resulting from manufacturer defects and does not cover cosmetics (wear and tear), software-related issues, unreasonable use, modification, tampering, accidental/mishandling, or any other causes not specifically related to defective materials or workmanship of the product.
- Coverage excludes device batteries and accessories (AC Adapter, Stylus, etc.), which are only covered by manufacturer's defect warranty.

### **Specific Terms: SHIELD ADP**

- Coverage includes failures resulting from manufacturer defects and accidental damages but does not cover cosmetics (wear and tear), software-related issues, unreasonable use, modification, tampering, damage caused by natural disasters, civil unrest, or other Acts of God.
- Coverage excludes device batteries and accessories (AC Adapter, Stylus, etc.), which are only covered by manufacturer's defect warranty.

### **Specific Terms: SHIELD ADP Plus**

- Only New or Bluum Refurbished devices are eligible.
- Coverage includes failures resulting from manufacturer defects and accidental damages but does not cover cosmetics (wear and tear), software-related issues, unreasonable use, modification, tampering, damage caused by natural disasters, civil unrest, or other Acts of God.
- Coverage includes device Battery and Accessories (AC Adapter, Stylus, etc.), but is limited to one (1) replacement (of each) over and above the manufacturer's defect warranty during the entirety of the term of the coverage purchased.

### **Specific Terms: SHIELD ADP Premium**

- Only New or Bluum Refurbished devices are eligible.
- Coverage includes failures resulting from manufacturer defects and accidental damages but does not cover cosmetics (wear and tear), software-related issues, unreasonable use, modification, tampering, damage caused by natural disasters, civil unrest, or other Acts of God.
- Coverage includes device Battery and Accessories (AC Adapter, Stylus, etc.), but is limited to one (1) replacement (of each) over and above the manufacturer's defect warranty during the entirety of the term of the coverage purchased.
- Theft/loss is limited to a maximum of two percent (2%) of the total units purchased at one time or under this coverage. For units reported lost due to theft/fire, a copy of a Police/Fire Marshall's report is required and must be submitted to Bluum with the claim.
- In the instance of theft/loss, the end customer is requested to set the device to "disable" (lock the device) in the Google Admin Console.