



Accidental Damage Protection - Tablets

CRS Service ShieldSM Professional Services Solutions

CRS's mission is to provide our customers with the best, most reliable Products and provide excellent support and services. Optional **CRS Service ShieldSM** Professional Services Solutions provide Resellers the ability to tailor an extended warranty and service program that meets their and their customer's needs and budget.

- ✓ Select **Warranty PlusSM** to extend the standard warranty term up to five years to minimize the risk of costly repairs and to extend the warranty term to match your Sales-As-A-Service program.
- ✓ Select **NexDay XchangeSM** as an alternative to maintaining a large spares inventory and have CRS drop-ship directly to your customer's site to minimize expensive on-site repair service.
- ✓ Select **Accidental Damage Protection** to enhance your warranty protection to include normal wear and tear and accidental damage for your tablet sales.

The goal of **CRS Service ShieldSM** Professional Services Solutions is to help Resellers continue to make profits on their professional services while providing their customers superior customer service. No matter what optional warranty and service programs you select you will get CRS's fast service.



Accidental Damage Protection - Tablets

Enhance your warranty protection to include normal wear and tear and accidental damage protection.

What are the benefits?

- Reduce expensive repair costs which may occur due to wear and tear and accidental damage.
- Covered repairs are performed at no additional charge for parts or labor with fast turnaround time.
- Can be used with our Funding 2.0 program.
- *Nexday XchangeSM* can be added for optional UPS Next Day Air advanced exchange warranty service.
- *WarrantyPlusSM* can be added for optional extended warranty term.

How does it work?

- This program enhances CRS's Limited Warranty to include coverage of Tablets that cease to function to applicable specifications due to normal wear and tear or are damaged in regular use.
- *Accidental Damage Protection* warranty service follows CRS's [Return Material Authorization \("RMA"\) Policy](#).

What are the restrictions?

- Cosmetic damage is not covered. For complete details of limitations, refer to the *Accidental Damage Protection* statement on CRS's website.
- Maximum of one major replacement per year.
- Shipments Monday through Friday – excluding CRS's Holidays.

What are the costs for **Accidental Damage Protection -TabletsSM** service coverage?

- Costs vary depending on how many years of coverage you want.
- Examples: (Prices include warranty and all options free of charge)
 - \$299.00 – for two years of *Accidental Damage Protection* coverage
 - \$648.00 – for three years of *Accidental Damage Protection* (one year *Warranty PlusSM* Extension included)

Where can I buy it?

- May be purchased within thirty (30) days of the original equipment purchase.
- Available from CRS or Authorized CRS Distributors.

Where can I get more information?

- CRS at (800) 333-4949, or www.crs-usa.com,
- or Authorized CRS Distributors.



Accidental Damage Protection - Tablets

CRS Service ShieldSM Professional Services Solutions

How do I submit a claim?

- CRS will process claims Monday through Friday, from 8am until 5pm CST/CDT, excluding CRS designated holidays.
- To report a claim, please call CRS RMA Department at 1-800-333-4949 (ext. 2736), or by email at rma@crs-usa.com, or by contacting a Customer Service Representative (CSR) at 1-800-333-4949.

What do I need to have available when I submit a claim?

- The model number and serial number of the covered Product.
- The configuration of the Product (i.e. O/S, memory size, etc.)
- The reported problem with the Product.
- The address where the replacement Product is to be shipped and
- Your contact name, phone number and email address.

How is my claim processed by CRS?

- All claims must be made pursuant to CRS's [Return Material Authorization \("RMA"\) Policy](#).
- Product will be repaired or replaced. Replacement Products will be new, refurbished or reconditioned and configured to match as closely as possible to the unit originally purchased. If the warranted Product is no longer available, you will receive a replacement equivalent to the failed Product, typically the next product generation.
- Replacement Products will remain under warranty for the remainder of the Standard Limited Warranty Period or Optional Extended Warranty Period, if purchased.

How do I return the failed Product?

- If the RMA Request is approved, a notification will be issued with the Authorized RMA Number and the address of where to send the Products. Contact CRS should you not receive notification of your Authorized RMA# by the end of the next business day. RMA numbers are valid for fifteen (15) days. Products returned after fifteen (15) days will not be accepted.
- All returned Products must be properly packaged, using the original undamaged shipping carton(s), and include a copy of the Authorized RMA Request Form or RMA Notification. Clearly mark the RMA number on all shipping labels. Customer is responsible for RMA Products that arrive at CRS damaged in transit.
- All Product shipments to CRS must be prepaid. Shipments arriving collect will be refused and returned to Customer.
- Allow 3-5 business days for processing your RMA return after receipt by CRS.
- The reseller is responsible for repair and/or shipping costs if Product is: returned incorrectly packed or physically damaged; missing serial number; returned as defective without a problem found; or not returned within the allocated time period.

Are there any exclusions?

Specifically excluded from this Accidental Damage Protection Warranty coverage are: Tablets damaged through intentional acts; Tablets damaged due to connection to improper power sources or static discharge; Tablets that have serial numbers that have been defaced, modified, or removed; Removal or alteration of parts; Data loss, media loss, and/or interruption of business; Theft or loss of a Tablet; Damage due to fire, water submersion; Damage due to improper packaging or shipment of a Tablet; Cosmetic damage not effecting the operation of the Tablet; Damage to a Tablet due to acts of God, natural disasters, or acts of war.

Where can I get more information?

- CRS 1-800-333-4949. Ask for your Territory Sales Manager or Inside Sales Representative.
- Authorized CRS Distributors.
- On the Reseller area of our website www.crs-usa.com, see:
 - "[Warranty Information](#)" for Limited Warranty and Disclaimer of Limited Warranty.
 - "[Accidental Damage Protection Warranty – Tablets](#)" for accidental damage warranty coverage.
 - "[Product's Limited Warranty Period and Repair Centers](#)" for information regarding length of Standard Warranty Periods and Authorized Repair Centers.
 - "[Optional Warranty and Service Programs – Reseller Price List](#)" for a Reseller Price List of optional extended warranty and service programs.

Prices, specifications, terms and conditions of sale are subject to change without notice.