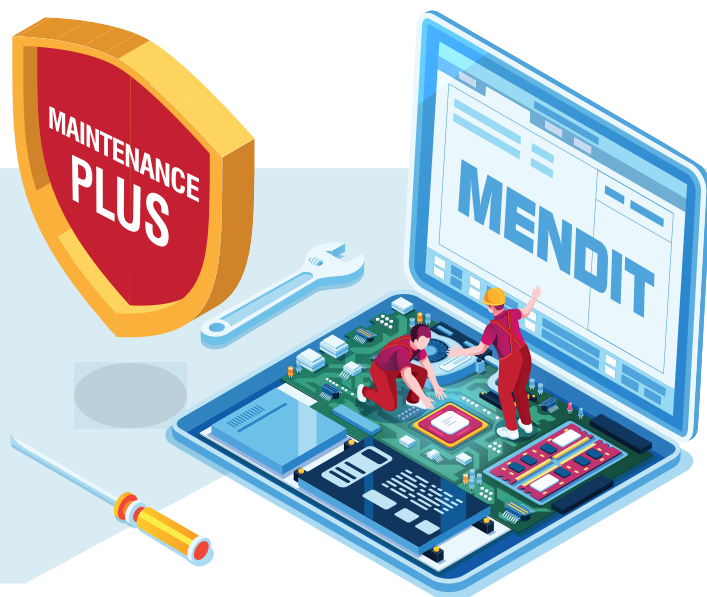


# MAINTENANCE PLUS

## Laptop Hybrid Protection



**MendIT have brought together extended hardware cover and low-cost chargeable repairs to create a hybrid product that offers great protection for a fraction of the cost. Designed to provide an all-in-one solution and a cost-effective alternative to insurance.**

### Warranty

As standard, MendIT Maintenance Plus provides a collect and return extended warranty offering, a fast and efficient repair service designed to protect mobile equipment against mechanical breakdown.

In the event of breakdown, MendIT will provide remote diagnostics to determine the fault. And, if necessary, arrange a courier to collect your mobile equipment. MendIT will repair or replace then return to any UK location.

Inclusive of the manufacturer's warranty period, MendIT look after your device from day one. This provides both a single point of contact and consistent level of support throughout your mobile equipments life cycle.

**What's Covered:** Laptops - All major manufacturers covered.

### Plus

A fixed price Repair Promise for physical damage with no excess.

In the event of damage MendIT will collect your mobile equipment and either repair or provide a replacement\*.

MendIT will provide a FREE annual health check if required, on your mobile equipment, covering software updates, virus/phishing software removal etc.

MendIT Maintenance Plus offers a higher level of support and service than standard insurance products with the added benefit of an instant approval to reduce the time you are without your equipment.

**Examples of damages:**

Smashed/cracked screen, broken plastics.

### Provision and Process

- An electronic certificate will be provided to register the mobile equipment
- In the event of breakdown or damage the user contacts MendIT on 01282 418 864 or repairs-admin@mendit.com
- MendIT will attempt to resolve the problem via remote diagnostics
- If the mobile equipment is in need of a hardware repair, MendIT will arrange collection and provide a pre-paid postage label for the user to attach to the packaging (user is responsible for packaging)
- Upon receiving the mobile equipment, MendIT will further diagnose and carry out the repair for free

- Once repaired, the equipment is subjected to Quality Control and tested to ensure it is repaired to full working order
- MendIT will package the mobile equipment and return send to the user
- MendIT covers all costs for parts, labour and carriage
- 5-day turn around upon receiving the customer's device\*

\*Subject to parts availability

### Additional Support

- Unlimited help desk support
- Replace battery if charge held is less than 60% of original capacity
- Check for latest software updates and drivers if required
- Virus and malware removal
- Check for water damage and repair if required

**Educational Customers will be screened prior to quote for Claims History and Protective Equipment Application**

\*LIQUID DAMAGE/WRITE-OFF: In the event your mobile equipment is a total write off due to extensive damage or through excessive liquid damage a replacement will be provided. Replacement will be brand new or of the same age and condition as the original. Excludes cosmetic damage I.E. wear and tear, scratches. MendIT Maintenance Plus must be purchased during the manufacturer's standard warranty period. Your support contract will begin from the date you purchased your equipment.