



Device

Protection

Package

Guide

Device Protection Package

What happens if the device is damaged?

Accidental damage is included for the device only, accessories are not covered unless explicitly stated on the store, and this cover applies whether the incident takes place at school, at home, in a car, or in any other location – including holidays and temporary visits outside the UK.

What happens if the device suffers mechanical breakdown?

A mechanical warranty is included, and this applies whether the breakdown occurs at school, at home, in a car, or in any other location – including holidays and temporary visits outside the UK.

HOW MANY CLAIMS CAN I MAKE?

You can make unlimited mechanical warranty claims.

For accidental damage the total value of claims made within any rolling 12-month period must not exceed the recommended retail price (RRP) of the device. This includes all claims, such as screen repairs or full device replacements.

If the cumulative cost of claims exceeds the RRP, you will be provided with a quotation for the difference and may choose to pay the additional amount to proceed with the repair.

Please Note: Our policy does not cover theft or loss under any circumstances and final claim approval is with the administrator.

What is the excess?

There is no excess for mechanical warranty or accidental damage.

How can i make a claim?

Within 14 days of the of the incident, contact us and complete the short form at https://edutech.zone/parent_enquiries/ This is sent to our support team and once received we will help manage your claim.

Please read the Maintenance Plus Terms and Conditions linked from the device product page(s) or from the Device Protection link at the bottom of the store for full details.

Notice to students at Schools, Colleges and Universities

For all Laptop, Tablet & Chromebook devices a protective case or sleeve must be always used. This requirement applies to all claims for accidental damage to the Equipment, including whilst in-transit to us. It is Your responsibility is to ensure the Equipment is always protected.

We will not be liable for damage to the Equipment where the case or sleeve has deteriorated due to wear and tear over time, has been misused or no longer adequately protects the Equipment. It is your responsibility to ensure that cases and sleeves are replaced as necessary to ensure full protection is provided to your Equipment.

Cancellation

You have 14 days after the day you receive your electronic certificate. If you cancel after the services have started, you must pay for the Services provided up until the time you tell us that you have changed your mind.

Please email support@edutech.zone in the first instance or contact us using the short form at https://edutech.zone/parent_enquiries/