



Chrome Shield Coverage

The Company provides to you a thirty-six (36) months add-on Chromebook Shield (the "Shield") for the devices purchased from the Company.

The Shield is only valid for three (3) years from the original date of purchase of Chromebook/Chromebox products purchased from the Company. It is not a standalone option and an Extended Warranty must first be purchased.

The Shield covers damages resulting from fire¹, vandalism², lightning, power surges (leading to fire), and accident³ (e.g. water spillage, drop, etc.)

¹ Incidents of fire not caused by or resulting directly due to owners' action.

² Criminal damage such as graffiti and defacement directed by persons without permission of the owner.

³ Incidental and unplanned event or circumstance leading to the damage of device not caused by or resulting directly due to owners' action, misuse or negligence.

A tiered excess is applicable for repair claims of the device:

1. excess of S\$80 for repair claims up to S\$300
2. excess of S\$160 for replacement of device and/or repair claims greater than S\$300

The Company has the absolute discretion to decide on the replacement or repair of the device under the Shield upon diagnosis of the fault.

The Shield will lapse immediately in the event of either:

1. two (2) valid repairs, or
2. one (1) valid replacement claim

whichever takes place earlier.

The Shield Coverage does not cover the recovery nor preservation of any files or applications on the device. The Company and the Technician bear no responsibilities for the loss of any files or applications on the device.