



Tech Defenders
total protection for your mobile technology.

ONLY \$33.00

per student / per year

Chromebook **PROTECTION PLAN**



MSD of of Steuben County

total protection for your mobile technology.



- Unlimited Repairs
- No Deductibles
- Hassle Free Repair Process
- End to End Protection
- Covers Accidental Damage, Drops, Mechanical Failures, Liquid Damage*, & More

Protection plan DOES NOT cover damage to case/strap or lost/damaged charger.

Open Enrollment Period: August 4 - October 1, 2016

Enrollment in the MSDSC Chromebook Protection Plan opens for all students on August 4, 2016 and closes October 1st, 2016. Registration may be done online at www.msdsprotection.com.

UNLIMITED REPAIRS

Only \$33.00 / per student



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REGISTER ONLINE
www.msdsprotection.com

ONLY \$33.00

per student / per year
 Before Oct 1st, 2016

Check, cash, or credit card (Visa, Mastercard, Discover, AMEX) are preferred forms of payment.

MSD of Steuben County has chosen Tech Defenders as the vendor of choice to provide protection to school issued Chromebooks given to students. Tech Defenders will protect and repair your student's Chromebook against all accidental damage, mechanical failures, drops, and more!

Open to all students, the eduSURANCE protection plan is specifically geared to provide peace of mind for K-12 students who utilize Chromebooks in a 1:1 learning environment. The eduSURANCE protection plan is simply put, the most cost-effective protection plan on the market, and yet still provides industry leading benefits and coverage.

How you ask? Simple, we are in the repair business, not the insurance business.

Protection Plan Pricing

| Price | Repairs | Deductible | Replacement Cost |
|-------------------|-----------|------------|------------------|
| \$33.00 / student | Unlimited | \$0 | \$0 |

Common Repair Pricing

| Model | Repair | Repair Cost | Est. Replacement Cost |
|--------------------|------------|-------------|-----------------------|
| Samsung Chromebook | Flat Rate* | \$89.99 | \$249.99 |
| Dell Chromebook | Flat Rate* | \$89.99 | \$249.99 |

*Tech Defenders charges flat rate repair pricing on all repairs except for additional cost involved with motherboard or multiple repairs.

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Service Contract Seller and Administrator
Genius Phone Repair (Note Tech Industries LLC)
Genius Protection Plan Terms and Conditions

This document constitutes a membership agreement. This agreement is between You and Genius Phone Repair and both parties are obligated to adhere to its terms. Your coverage is governed by the following terms and conditions of this membership agreement as stated below.

DEFINITIONS

Some of these terms may be used in your Membership Summary or receipt:

- "Administrator" means Note Tech Industries LLC dba Genius Phone Repair, appointed to administer this membership agreement.
- "We", "Us" and "Our" shall mean Genius Phone Repair, located at 3990 44th Street SE, Kentwood, MI 49512, which may be reached at 1-855-fix-a-cell (1-855-349-2235).
- "You" and "Your" means the customer.
- "Service Facility" means the location or locations that are registered and serve as a repair facility for the Administrator.
- "Covered Product" or "Covered Device" as used in this Agreement, means any device(s) that are listed on the service contract receipt as having active protection.
- Coverage Start Date: This is the date when coverage starts under this Protection Plan.
- "Customer" means the person or entity that the Administrator has on file as being the owner of protection.
- "Deductible" means the fee you must pay if you file more claims than the covered # of repairs as outlined in your membership summary during the coverage period.
- "Failure" means Mechanical or Electrical Failure of Covered Product with the inability to operate due to a faulty part or workmanship when operated according to the manufacturer's instructions.
- "Normal Use" means using your device in a manner that is proper, careful, protective and in accordance with any equipment usage guidelines provided by the manufacturer.
- "Accident" means damage affecting the normal operation of your device due to an incident that is considered accidental in nature.
- "Abuse" means to use wrongfully, to misuse or neglect the device, whether done by the customer or by another member of the household or by someone else who is allowed to handle or use the device.
- Membership Summary" is the receipt or document you receive that provides specific coverage details regarding what plan you purchased, the type of device, term, etc.
- "Membership Agreement" or "Agreement" or "Service Contract" or "Plan" means the terms and conditions to which you agree at the time you purchase protection. This also includes any special terms set forth in your purchase receipt.
- "Retail Value" means the cost to purchase a replacement device comparable to the insured device.
- "Purchase Price" means the price you pay for protection, which is indicated on the receipt provided to you at the time you purchase your plan.
- "Re-certified Devices" or "Re-furbished Devices" means aesthetically and/or mechanically remanufactured or restored devices conforming to manufacturer specifications that come with a warranty for the remainder of the term of the membership agreement with Genius Phone Repair (or at least 90-day limited warranty) from Genius Phone Repair or other retailer or manufacturer.
- "Settle" means to resolve or satisfy a claim by either cash settlement, repair, replacement or some other approved method.
- "Term" means the protection effective date through protection termination date.

TERM

How long your coverage lasts:

- Coverage lasts for the length of time specified on your policy receipt, which will be emailed to you after you purchase coverage.
- If you purchase coverage for a device that is 30 days or newer, there is a 30-day waiting period, during which you do not have coverage. You may avoid this waiting period by emailing us photo proof.
- If you purchase coverage for a used device, after commencement of the school year, we require photo proof before we will activate coverage.
- Photo proof must consist of the following:
 - Device must be powered on and the photo(s) must show the serial # and MEID / IMEI visible on the screen. The photo must show the entire device, not just the screen.
 - Email a photo of the front and back of the device to support@geniusprotectionplan.com. Once we have reviewed the photos and have approved them, you will receive immediate accidental damage coverage.

MAXIMUM LIABILITY

- If we must replace your device, the value of your coverage will not exceed the retail value of your device, as of the date of the Accident.
- In no case shall we be obligated to pay more than the maximum amount of a claim if set forth on Your receipt and in no case shall we pay more than the replacement value of Your device.
- Any amount we spend to cover your claims will NOT reduce your coverage for future losses.

WHAT IS COVERED

- Accidental damage from normal use including but not limited to drops, cracks, liquid spills, liquid submersion, and any damage that is caused by accident during the term of your Genius Protection Plan.
- Mechanical and electrical normal use failures that occur during the term of Your plan if your manufacturer's warranty has expired and the failure would have been covered by Your manufacturer.
- Devices of any age, as long as the device is 100% functional at the time you purchase coverage, is not currently damaged, has not had any prior damage, failures, issues, or modifications, and has not had any repair work done (unless the repair work was performed by Your manufacturer or Genius Phone Repair).
- If your manufacturer replaces or repairs your device, your Genius Phone Repair Plan will cover your manufacturer repaired or replaced device. At the time You file a claim, you must provide a receipt that documents the warranty swap or repair. This document must show the original and replacement device serial # and IMEI/MEID #s.
- Except as expressly stated herein, there are no other warranties, express or implied, by operations of law or otherwise, of the goods or services furnished under this Agreement by Genius Phone Repair. Genius Phone Repair specifically disclaims any implied warranty of merchantability of fitness for a particular purpose or arising from a course of dealing or usage or trade. Genius Phone Repair shall have no other liability to You, or any assignee, in connection with the goods or services furnished under this Agreement, including any liability for direct, indirect, incidental, special or consequential damages or any injury or damages to persons and property.

HOW COVERAGE WORKS

- **Repair:** When accidental damage or failure occurs, you must bring your device to the appropriate intake location at your school. If required, You must pay for your deductible at the time you file a claim.
- **Genius Phone Repair Replacements:** Genius Phone Repair will issue a replacement device if we determine that the device covered under your plan cannot be repaired. Genius Phone Repair may issue a replacement device for any reason, at our sole discretion. If a replacement is made, we will take ownership of your original device and replace it with a new, used, or refurbished unit guaranteed to work like new, with at least a 90 day limited warranty. Before you can receive a repair or replacement under this plan, You must first file a claim and pay any applicable deductible or replacement device costs. Your deductible payment or replacement device cost payment must be received before a claim can be processed. You must do this as soon as possible after an Accident occurs.
- **GENIUS PHONE REPAIR cash settlement:** We have the right in our sole discretion to settle any replacement claim with a cash payment. The settlement amount will be the replacement value of Your device, and the payment to You will settle Your claim in full.

DEDUCTIBLES

- Deductibles are shown on your sales receipt after you purchase your plan. All deductible payments are non-refundable.

OTHER TERMS AND IMPORTANT INFORMATION

- If a device is directly exposed to or damaged by liquid in any way, it should be turned off right away and no attempt should be made to turn it on or plug it in after it has been exposed to liquid. Report any exposure or damage to Genius Phone Repair as soon as possible. If your device has a user removable battery, please remove it after any exposure.
- You should not put your device in rice, attempt to dry it out or try and get it to work.
- You must file a claim within 14 days after an Accident occurs, otherwise we may deny your claim.
- After filing a claim, you must promptly send in your device for repair. Your claim may be denied if you wait more than 7 days after the incident to send in your device if it has water damage, as additional corrosion damage may result.
- Regardless of whether your device is new or used, as long as it is 100% functional with no prior problems, issues or damage, you may purchase coverage if available for Your device.
- This coverage will not directly or indirectly benefit anyone other than the person or entity who purchased the coverage. If this person or entity has assigned the covered device(s) to be used by others, this permission must in writing from the person or entity who originally purchased the coverage stating that the users authorized are permitted to be the beneficiaries of any claim settlement and not the entity or person who paid for the policy.

WHAT IS NOT COVERED UNDER THESE TERMS AND CONDITIONS

- Pre-existing conditions or damage that occur prior to the effective date of your coverage.
- Theft or coverage for Lost or mislaid devices.
- Act of war, civil uprising, or confiscation by a governmental agency.
- Coverage for a device, which has an altered or different serial, MEID or IMEI #'s to make the device appear to be the original covered device.
- Phones or Devices with Bad or blacklisted MEID or IMEI #'s, listed as Lost or Stolen.
- If you purchase coverage or make a claim on a device with a bad MEID or IMEI #, we will void your coverage and you will be issued a refund.
- Devices with a Sim tray that is missing may have the claim denied. Accessories such as cases, headphones, dock stations, etc.
- Any issues solely related to software or data. You are advised to back up your data if possible before sending in your device for repair. Except as otherwise indicated herein, we do not warrant software or data repair/recovery.
- Intentional abuse, recklessness, illegal acts or damage caused by extreme sports or extreme activities. This includes any such acts by a family member, friend or someone who used the device with your knowledge or permission.
- Intentional parting of the covered device by You or anyone entrusted with the property.
- Improper power supply, unauthorized repairs, opening of the device or removal of any part (except for user-removable batteries or SIM cards), hardware modifications.
- Fire, explosions, flood, nuclear disaster, vandalism, animal or insect infestation, rust, acts of nature or other catastrophes or other similar occurrences
- Cosmetic damage of covered device, however caused, that does not affect the mechanical or electrical function of the Covered product. This may include such things as scratches, marring, indentations, bent corners, discolorations or cracks in the housing, mid frame or casing.
- Equipment that is received dismantled or that appears to have been taken apart prior to it being shipped to us, will be considered intentional damage and no coverage will be offered.
- This policy will not provide coverage if you mislead us, willfully conceal information, misrepresent any material information or attempt to defraud us, either before or after a claim. This includes withholding information about a device's history or not fully disclosing all material information relating to a claim.
- Failure caused by cosmetic change (custom faceplates) or changes or enhancements in color, texture, finish, expansion, or contraction, or any modification that would void the manufacturer's warranty.
- We will not cover loss or damage caused by or resulting from wear and tear, gradual deterioration, insect or vermin. Wear and Tear means the reduction in value to the Covered Product stemming from routine use and exposure.

REFUND POLICY

- We will provide you with a full refund if you cancel within the first 14 days following the date you purchase coverage unless a claim has already been made.

TRANSFER POLICY

- We will honor your Genius Phone Repair plan on any replacement device given to you by your manufacturer or retailer, being the same model and type of device. You are required to show proof that it was a replacement device by submitting documentation such as a receipt showing that it was a replacement device from your manufacturer.
- You must notify us of any intent to transfer coverage before any transfer may be granted.
- For any transfer, Genius Phone Repair must first review your eligibility for coverage on the new device.

CLAIMS AND SERVICE

- All claims will be managed and documented by your technology department.
- All claims will be picked-up at your school by Genius Phone Repair on a regular basis for repair.
- When an identical item is no longer manufactured or is not available, we may, in our sole discretion, replace it with a similar device of comparable quality and usefulness and features or pay an amount equal to the cost of replacing the device.
- Once we receive your damaged device and your device is repaired or replaced, your device will be returned to your school's technology department for distribution back to You.

RENEWALS AND MISC INFORMATION

- The terms and conditions (membership agreement) applicable at the time of purchase shall be the one in effect for each plan. During the course of Your coverage, both You and Genius Phone Repair will be obligated to adhere to these terms. Neither You nor Genius Phone Repair may modify these terms.
- We have the right to cancel Your coverage at any time, if we determine in our sole discretion that your risk level has changed beyond what is reasonable or expected, or if there is a high probability your risk level will change based on material information or facts we obtain. If we elect to cancel Your coverage, we will first settle any outstanding claims that have been approved and then you will be given a pro-rated refund of your premium.
- Genius Phone Repair may, in our sole discretion, elect to decline renewal of Your coverage, or refuse new coverage for any reason or if we determine that the risk of loss is unacceptable.

ADDITIONAL MEMBER BENEFITS

Genius Phone Repair is further obligated to provide you with the following additional member benefits:

DATA RECOVERY

Genius Phone Repair will provide limited data recovery services in the event your data can be salvaged following a covered claim. If we deem that we cannot recover the data, we are not obligated to reimburse you for any data lost or pay for any advanced data recovery services from another company. In the instance where we perform data recovery service, you represent that you have the legal right to copy the information and agree to the terms of the software license, and you authorize Genius Phone Repair to transfer the information and accept such terms on your behalf in performing the service. You warrant that the repair service, if it involves transferring information or installing software, will not violate any software license. You agree to reimburse, indemnify, hold harmless and defend at your expense (or to pay attorneys' fees incurred by Genius Phone Repair) Genius Phone Repair from and against any and all loss, discharge, expense or claim which Genius Phone Repair may suffer or be in any way subjected to on account of any claim or infringement of patents, copyrights, trademarks or violation of software license related to its repair service of your device.

By signing this, I certify that I have read the terms and conditions of this service contract and agree to the stipulations:

Student Name: (Please Print) _____

Parent / Guardian Signature: _____ **Date:** _____

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