

DaaS Accidental Damage

Ready
for the
Unexpected

BECAUSE



ACCIDENTS
HAPPEN

In the event that a DaaS Device is accidentally damaged, contact DaaS Technical Support Team directly.

After DaaS Technical Support identifies the cause and extent of damage, a claim is submitted to have the needed repair services provided.

Utilize the DaaS Technical Support Team issued FedEx shipping label to send device to DaaS Repair Depot.

Accidental Damage Device Replacement included in the DaaS program

- *DaaS fleet minimum of ten(10) required to activate benefit.*
- *\$149 per claim co-payment*
- *Limited to one(1) claim per device per subscription period*
- *Total number of claims not to exceed 10% of contract subscription device fleet*



- Liquid Spills
- Drops & Falls
- Damaged Screens
- Hardware Malfunctions
- Electrical Surges

*We recommend adding ADP for a 1:1 coverage and/or for a fleet of less than 10 devices.

DaaS Accidental Damage

In the event a DaaS Device is accidentally damaged, contact the DaaS Technical Support Center at **1-866-461-3377**. Please have the following information available when calling:

- DaaS Subscription Account Number
- Detailed Description of the Issue
- Device Serial Number
- Major Credit Card (co-payment)

What's covered?	What's not covered?
<ul style="list-style-type: none">• Drops, falls, and other accidental collisions• Liquid spills• Electrical surge• Damaged LCD Screen (<i>unintentional</i>)	<ul style="list-style-type: none">• Lost / Stolen• Damage due to fire• Intentional damage• Normal wear• Cosmetic damage• Consumable parts (<i>ex. bulbs, toner, battery</i>)

Accidental Damage Assessment

The DaaS Support Center Representative will ask for information needed to identify cause and extent of damage.

DaaS Repair Depot

The DaaS-issued FedEx shipping label should be utilized to send devices to DaaS Repair Depot.

Accidental Damage Co-Payment

In order for the claim to be submitted, co-payment must be collected at the time of the call.

- Co-payment can be remitted via most major credit cards
- Credit card charges will appear from Essential Enterprise Solutions (the Accidental Damage entitlement provider)

The Accidental Damage Claim Co-Payment Includes

- Pre-paid, 3-way ground transportation
- Box and packing materials
- Repair parts and labor

Program Requirements

- DaaS fleet minimum of (10) required to activate benefit
- \$149 co-payment per claim
- Limited to (1) claim per device per subscription term
- Total number of claims not to exceed 10% of contract subscription device fleet.



Leveraging DaaS Subscription

Accidental Damage

- Co-Payment
- 3-way Shipping
- Repair, Parts and Labor