## Program Differentiator:

On-hand spare-pool of devices enables Partners to offer a service solution that provides immediate device replacement with virtually no down-time.

### How it works:
- Defective/Damaged devices are immediately replaced with units from the on-hand device spare pool
- Online Claims Submission and Automation
- Device shipped to service center for claim approved repair and/or replacement (complimentary domestic shipping)
- The repaired or replaced* device will then be shipped back to the customer to replenish spare pool

*Device may be replaced with a product of like kind or similar features as determined by provider if the cost of covered repairs exceed device’s original purchase price.

### Partner Benefits:
- Increase Revenue
- Increase Gross-Profit Margin
- Customer Retention
- One Point of Contact- Regardless of OEM

### EWP Key Features:
- Flexible Term and Payment Options
  - 24mos/2yrs, 36mos/3yrs or 48mos/4yrs
  - CAPEX (up-front purchase)
  - OPEX (monthly or annual payments)
- 3% On-Hand Device Spare pool
  - Advanced Replacement
  - No Claims Waiting Period
- Parts and Labor Covered
  - Power Surges
  - Manufacturer Failures & Defects
  - Mechanical & Electrical Failures
  - Failures Resulting From Normal Usage
  - Accidental Damage from Handling without Claim # Limit
- No Lemon Policy
- No Deductibles or Service Fees
# Extended Warranty Plan (EWP)

## K-12 Student Device Protection Solutions

For more information contact EWP@dandh.com.

<table>
<thead>
<tr>
<th>TERM</th>
<th>Device MSRP</th>
<th>VAR***</th>
<th>ERP</th>
<th>SKU</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 MONTHS</td>
<td>&lt; $250*</td>
<td>$43.35</td>
<td>$56.99</td>
<td>EEWP24CHRM249 EEWP24WIN249</td>
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<td>$250 - $500**</td>
<td>$52.79</td>
<td>$68.99</td>
<td>EEWP24CHRM499 EEWP24WIN499</td>
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</table>

2 Year Extended Warranty Plan (EWP) for K-12 EDU Student Device. Includes 3% spare pool for Advanced Replacement coverage of Mechanical Defects and Accidental Damage protection from handling over a 24 months term.

<table>
<thead>
<tr>
<th>TERM</th>
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<th>VAR***</th>
<th>ERP</th>
<th>SKU</th>
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<tbody>
<tr>
<td>36 MONTHS</td>
<td>&lt; $250*</td>
<td>$54.82</td>
<td>$71.99</td>
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<td>$250 - $500**</td>
<td>$65.61</td>
<td>$85.99</td>
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3 Year Extended Warranty Plan (EWP) for K-12 EDU Student Device. Includes 3% spare pool for Advanced Replacement coverage of Mechanical Defects and Accidental Damage protection from handling over a 36 months term.

<table>
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<th>ERP</th>
<th>SKU</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 MONTHS</td>
<td>&lt; $250*</td>
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</tbody>
</table>

4 Year Extended Warranty Plan (EWP) for K-12 EDU Student Device. Includes 3% spare pool for Advanced Replacement coverage of Mechanical Defects and Accidental Damage protection from handling over a 48 months term.

*Extended Warranty Plan (EWP) for EDU/K12 Student Device with an ERP of $0-$249.99.
**Extended Warranty Plan (EWP) for EDU/K12 Student Device with an ERP of $250-$499.99.
***VAR pricing reflects 10% discount good through 12/31/2021.