



SHIELD Protection Program

Extended Warranty with ADP and with ADP Plus

Terms and Conditions

Protect your mobile devices with the most comprehensive warranty in the industry. SHIELD with ADP and SHIELD with ADP Plus come with a zero cost of ownership guarantee. That means no budget surprises for repair or replacement of devices. The Accidental Damage Warranty protects devices from unforeseen mishaps caused by accidental drops and breakage.

SHIELD with ADP Extended Warranty Coverage Terms

- Device is protected for up to four (4) years, dependent on coverage purchased.
- Warranty covers one (1) damage occurrence per year, per serial number*.
- Protective device cover must not be removed at any time for claim to be honored.
- Replacements will include new or 'like new' devices or parts of the same model/specifications, or those similar, if the same are not available.
- Purchaser is responsible for decommissioning the defective device from the Chrome Management Console prior to repair and for reenrollment of the device when it is returned.**
- Customer must initiate repair by calling the Trox toll-free customer service number at 1-888-226-7527 via email at service@trox.com or by entering the information in the SHIELD Customer Service Portal.
- Trox will provide packaging for return, and pay all costs associated with shipping, parts and labor.
- Warranty repairs must be returned to a designated Trox service center. Service centers are located at:

Dallas Office

951 Valley View Lane #180
Irving TX 75061

Markham Pick-Up:

130 South Town Centre Blvd
Markham ON L6G 1B8

- Warranty commences on the date of invoice and ends on anniversary date based on length of coverage.
- Warranty does not cover wear and tear, software-related issues, unreasonable use, modification, tampering, damage caused by natural disaster or any other causes not specifically related to defective materials or workmanship, or accidental mishandling of the product.
- Trox is not responsible for software or data losses of any kind, including during transit or while product is being tested or repaired.

**Does not apply to the device battery, which is covered per the manufacturer terms and conditions.*

***Chromebook White Glove Service is not performed on replacement units.*

Contact your Trox account manager for more details.



SHIELD with ADP Plus Warranty Extended Coverage Terms

- Device is protected for up to four (4) years, dependent on coverage purchased.
- Warranty includes unlimited device damage claims per serial number.*
- Includes cover for the device battery and AC adapter- limited to one (1) replacement over and above the manufacturer terms and conditions.
- Protective device cover must not be removed at any time for claim to be honored.
- Replacements will include new or 'like new' devices or parts of the same model/specifications, or those similar, if the same are not available.
- Purchaser is responsible for decommissioning the defective device from the Chrome Management Console prior to repair and for reenrollment of the device when it is returned.**
- Customer must initiate repair by calling the Trox toll-free customer service number at 1-888-226-7527 via email at service@trox.com or by entering the information in the SHIELD Customer Service Portal.
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