



SHIELD PROTECTION PROGRAM AND EXTENDED WARRANTY COVERAGE

SERVICE LEVEL AGREEMENT

SHIELD EXTENDED WARRANTY

The *SHIELD Extended Warranty* is an extension of the original manufacturer (OEM) warranty. This means that as an Approved Service Provider, Trox will coordinate all repair services on behalf of the purchaser for devices covered under the original OEM warranty. *SHIELD Extended Warranty* is available for new devices only. This does not replace or circumvent the manufacturer warranty or manufacturer liability.

- Introductory set-up and deployment call provided by the Trox Customer Service team upon purchase.
- Warranty commences on the date of invoice and ends on anniversary date based on length of coverage.
- Trox will provide packaging for return, and pay all costs associated with shipping to and from the school and for parts and labor.
- 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.
- Repair turnaround of 10 days plus shipping (subject to parts availability)
- 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

- Purchaser has 24/7 access to SHIELD Customer Portal for support, issues management, repair status and application scanning status
- 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.**

SHIELD EXTENDED WARRANTY WITH ADP

The *SHIELD with ADP* includes all of the features of *SHIELD Extended Warranty* with the addition of one (1) accidental damage claim per serial number, per calendar year. Available on new devices only.

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- 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.**
- Always-on device case must not have been removed and must be intact for warranty to be honored.
- No deductibles or fees.
- Battery replacement and AC adapter not included in repair.

SHIELD EXTENDED WARRANTY WITH ADP PLUS

The Trox *SHIELD Extended Warranty with ADP Plus* includes all of the features of *SHIELD Extended Warranty* with the addition of an unlimited number of accidental damage claims per serial number per the length of the warranty. Available on new devices only.

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- Warranty commences on the date of invoice and ends on anniversary date based on length of coverage.
- Trox will provide packaging for return, and pay all costs associated with shipping to and from the school and for parts and labor.



- 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.
- Repair turnaround of 10 days plus shipping (subject to parts availability)
- 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 1B

- Purchaser has 24/7 access to SHIELD Customer Portal for support, issues management, repair status and application scanning status
- 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.**
- Always-on device case must not have been removed and must be intact for warranty to be honored.
- No deductibles or fees.
- Includes cover for the device battery and AC adapter- limited to one (1) replacement over and above the manufacturer terms and conditions.