



Device

Protection

Package

Guide

Device Protection Package



What happens if the device is damaged?

Accidental damage is included for the device only, accessories are not covered unless explicitly stated on the store, and this cover applies whether the incident takes place at school, at home, in a car, or in any other location – including holidays and temporary visits outside the UK.

What happens if the device suffers mechanical breakdown?

A mechanical warranty is included, and this applies whether the breakdown occurs at school, at home, in a car, or in any other location – including holidays and temporary visits outside the UK.

HOW MANY CLAIMS CAN I MAKE?

You can make unlimited mechanical warranty claims and for accidental damage you can claim one replacement device each year or a maximum of two broken screens.

In all cases final claim approval is with the administrator.

What is the excess?

There is no excess for the mechanical warranty.
£24 excess for every accidental damage claim.

How can i make a claim?

Within 14 days of the of the incident, contact us and complete the short form at https://edutech.zone/parent_enquiries/ This is sent to our support team and once received we will help manage your claim.

Cancellation

You have 14 days after the day you receive your electronic certificate. If you cancel after the services have started, you must pay for the Services provided up until the time you tell us that you have changed your mind. Please email support@edutechstore.zone in the first instance or contact us using the short form at https://edutech.zone/parent_enquiries/

Please read the Maintenance Plus Terms and Conditions linked from the device product page(s) or from the Device Protection link at the bottom of the store for full details.

Notice to students at Schools, Colleges and Universities

For all Laptop, Tablet & Chromebook devices a protective case or sleeve must be always used. This requirement applies to all claims for accidental damage to the Equipment, including whilst in-transit to us. It is Your responsibility is to ensure the Equipment is always protected.

We will not be liable for damage to the Equipment where the case or sleeve has deteriorated due to wear and tear over time, has been misused or no longer adequately protects the Equipment. It is your responsibility to ensure that cases and sleeves are replaced as necessary to ensure full protection is provided to your Equipment.