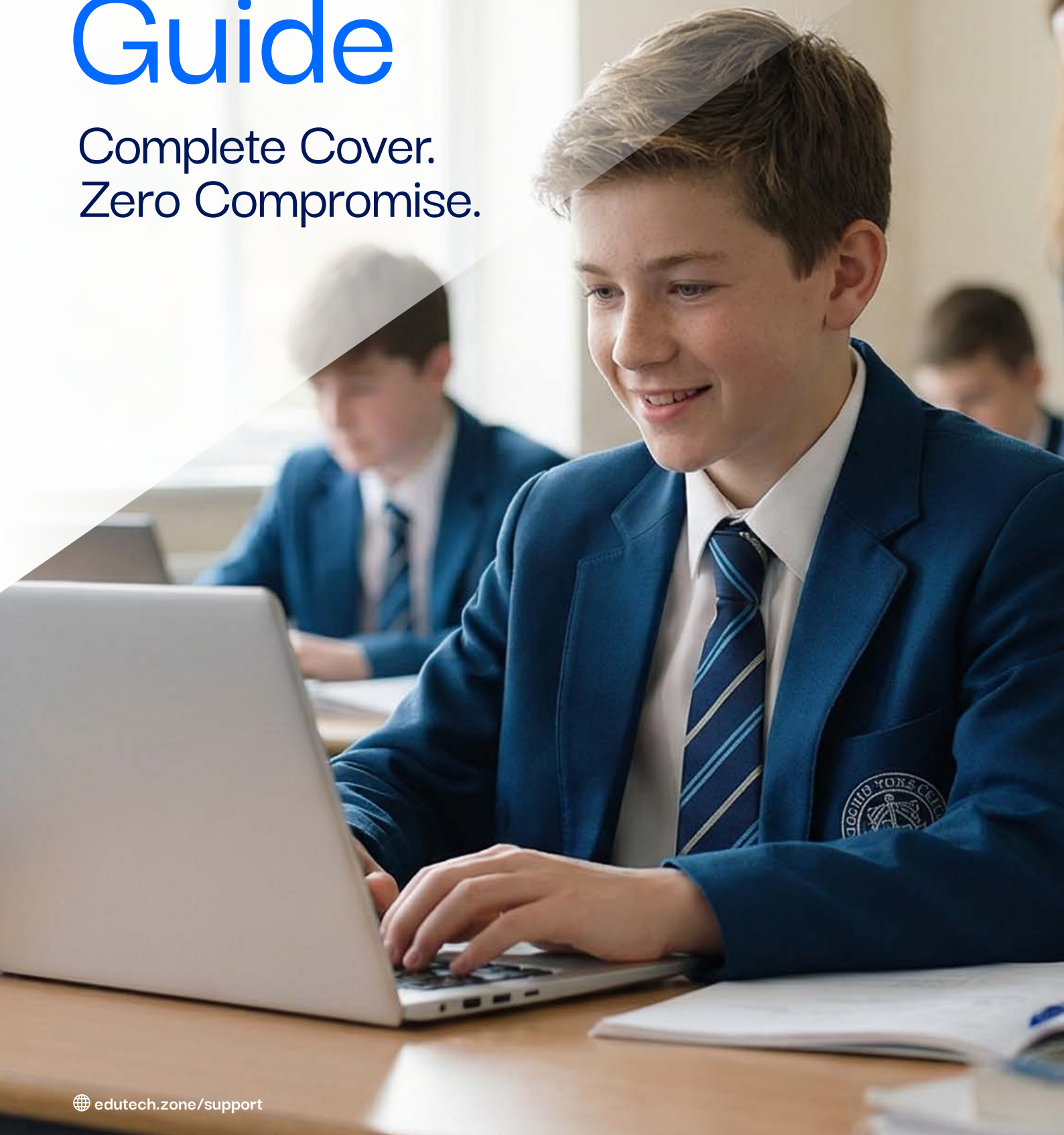




Protection Guide

Complete Cover.
Zero Compromise.



What is Edutech Shield?

Edutech Shield is a maintenance and support service designed to help keep educational devices operational throughout their intended lifecycle.

Shield combines:

- Accidental Damage Support
- Mechanical Breakdown Support
- Repair Management
- Replacement Management
- Learning Continuity Support
- Support+ Integration

into a single service designed specifically for education.

Why Shield Is Different

Unlike traditional insurance products, Edutech Shield is managed directly by Edutech.

This means:

- One Provider
- One Support Team
- One Repair Process
- One Point of Accountability
- Faster Resolution
- Greater Focus on Learning Continuity

Rather than dealing with multiple organisations, schools, students and parents benefit from a single service designed around keeping devices operational and students learning.

IMPORTANT

Edutech Shield is a maintenance and support contract. It is not an insurance policy.

One Platform. One Purpose. Real Progress.

Edutech Shield has been designed specifically for educational devices.

Rather than dealing with multiple providers, schools, students and parents benefit from a single service that combines protection, repairs, maintenance and support through Edutech.

Our goal is simple: **Keep Students Learning.**

What Does Shield Include?

Accidental Damage Support

Shield provides support for accidental damage.

Including:

- Cracked screens
- Liquid damage
- Impact damage
- Broken keyboards
- Damaged charging ports
- Hinge damage
- Other accidental physical damage

Support applies whether the incident occurs:

- At school
- At home
- During travel
- On educational visits
- During holidays
- During temporary visits outside the UK

Mechanical Breakdown Support

Shield includes support for unexpected mechanical or electrical failure.

Examples include:

- Battery failure
- SSD failure
- Charging faults
- Motherboard failure
- Internal hardware faults

Unlimited Mechanical Breakdown Support

There is no limit to the number of approved mechanical breakdown repair requests during the Protection Period.

What Happens If My Device Is Damaged?

If an incident occurs:

Step 1 - Visit: <https://edutech.zone/support>

Step 2 - Complete the claims form.

Step 3 - You will receive regular updates by text and email as your claim progresses

Repair requests should normally be submitted within 14 days of the incident occurring.

Is There an Excess?

No.

There is no excess payable for approved accidental damage or mechanical breakdown support requests.

Fair Use Policy

For accidental damage support, the total value of repairs and replacements within any rolling twelve-month period must not exceed the Recommended Retail Price (RRP) of the device.

This includes:

- Screen repairs
- Liquid damage repairs
- Component replacements
- Device replacements

Where the cumulative value of support provided exceeds the RRP:

- Edutech may offer a contribution arrangement;
- Offer a fixed-price continuation arrangement; or
- Provide an alternative support solution.

This allows Shield to remain sustainable whilst continuing to support customers.

Learning Continuity

Keeping students learning is our priority.

Where available through your programme, Edutech may provide:

- Loan devices
- Temporary replacement devices
- Priority repair handling to help minimise disruption to learning.

Our objective is not simply to repair devices, but to minimise disruption to teaching and learning wherever possible.

Availability may vary between programmes.

What Is Not Included?

Shield does not provide support for:

Theft

Lost or stolen devices are not covered unless specifically stated within programme documentation.

Deliberate Damage

Intentional or malicious damage is excluded.

Cosmetic Damage

Damage that does not affect functionality, including:

- Scratches
- Scuffs
- Dents
- Discolouration

Unauthorised Repairs

Repairs undertaken without Edutech approval.

Accessories

Unless specifically included:

- Chargers
- Cables
- Cases
- Styluses
- Headphones

Protection Guide



Looking After Your Device

For laptops, tablets and Chromebooks:

- A suitable protective case or sleeve should be used at all times.
- Devices should be protected during transportation.
- Damaged or worn cases should be replaced when necessary.

Failure to take reasonable care of a device may affect eligibility for accidental damage support.

Data & Backups

Customers remain responsible for maintaining backups of important files and data.

Before sending any device for repair, we recommend ensuring all important information has been backed up.

Edutech cannot accept responsibility for:

- Data loss
- Corrupted files
- Lost software
- Reinstallation of software

Why Schools Choose Shield

Education Focused

Designed specifically for schools and educational devices.

No Excess

No excess for approved support requests.

Direct Management

Support managed directly by Edutech rather than through a third-party insurer.

Learning Continuity

Helping keep students learning.

One Provider

Protection, repairs and support managed through a single service.

Support+ Integration

Integrated with Edutech Support+ for a streamlined support experience.

Transparent Fair Use Model

Clear support limits with no hidden exclusions or complex insurance wording.

Need Help?

Visit: <https://edutech.zone/support>

About Edutech

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For full terms, exclusions and customer responsibilities, please refer to the Edutech Shield Terms & Conditions



Complete Cover. Zero Compromise.
One Platform. One Purpose. Real Progress.