

Empowering People

Acer Accidental Damage Cover

Accidents are a part of life – but when they occur, knowing how to manage them effectively is what really matters. Acer can have you well prepared with an effective solution with our new Accident Damage Cover. You will have peace of mind knowing that Acer will have your equipment covered for most losses during these unfortunate events with a few simple steps.

Acer Accidental Damage Cover well exceeds the standards of your Limited Warranty by safeguarding you against unintentional damage, such as liquid spills, electrical surges, accidental breakage, drops, falls and/or other collisions.

After speaking with our friendly technical support staff, Acer will take the appropriate steps to help ensure that your product is back in working order as quickly as possible.

SERVICE ARRANGEMENTS

At Acer we understand the importance and value of time management and have several procedures in place which will allow us to try our best to ensure your faulty product is brought back online with minimal downtime. Some of these procedures include:

- Ship-direct – Replacement parts¹ will be shipped directly to site
- Pickup, Repair, Return – Product will be shipment to an Acer Repair Centre for assessment
- Replacement - A suitable replacement product will be issued

COVERAGE

Type of Damage	Examples of Damage Covered
Accidental liquid spill damage	Damage from spilt drinks
Unintentional impact damage	Drops and falls from tables
Electrical surge	Blackouts or storm surges
Accidental breakage	Broken AC power pins
Type of Damage	Examples of Damage NOT Covered (not limited to)
Intentional damage	Throw damage or inscriptions
Theft	Stolen or attempted theft
General wear or overuse	Faded keyboard letters or frayed adapter wires
Consumable parts	General battery wear
Animal or vermin damage	Pets, rodents and vermin damage
Natural disasters or weather damage	Flood, fires, earthquakes, hail and rain damage

BENEFITS OF ACER ACCIDENTAL COVER

- **Investment Security** – From start to finish, Acer will have you back online with as little disruption as possible without the stress of worrying about any unexpected expenses caused by unintentional damage
- **True Peace of Mind** – Additional cover allows you to focus on more important tasks at hand knowing that your Acer product is well protected
- **Simple Claim Process** – As you are dealing directly with the manufacturer there is a central point of contact for both warranty and accidental coverage claims and enquires. With no fees², surcharges, forms or paperwork, Acer makes the claim process very convenient for the end-user
- **Suitable for Busy and Active Environments** – Ideal for high-risk and active environments such as classrooms, workspaces and the mobile workforce

¹ Replacements parts sent is based on our phone diagnosis. Parts sent may be refurbished but will perform equivalent to new parts and is subject to availability. Once a replacement is issued, the faulty part becomes the property of Acer and is required to be sent back to Acer using the supplied pre-paid con-note. Failing to return the parts will result to the charge of the full buy-price of the part.

² For the first claim only. Additional claims will incur a \$250 excess fee chargeable by credit-card.

Acer has the right to cancel this service if the original terms and conditions set out in the original warranty card are breached, other than what is mentioned to be covered under the Acer Accidental Damage Cover. These terms and conditions are available upon request.