



## CarePlus+ Extended Warranty Terms and Conditions



This Plan applies exclusively to the item(s) indicated on the original bill of sale that is specified to be warrantable and covered under this Plan. Herein this document, Quality Macs shall be referred to as the (ADMINISTRATOR), the purchaser of the product shall be referred to as (CUSTOMER), and the purchaser of the extended warranty plan shall be referred to as (WARRANTY PLAN WARRANTY PLAN OWNER).

### Terms:

The Administrator (Quality Macs) agrees with the purchaser of the product(s) (CUSTOMER) and this Plan (WARRANTY PLAN OWNER), to cover manufacturer's defects in materials and workmanship that are the result of normal usage for a period specified on your warranty enrollment form, either 1, 2, or 3 full years beyond the original manufacturer warranty expiration date, subject to a maximum coverage period of five (5) years after the manufacturer warranty has ended for a total of 6 years from the date of purchase. The Plan covers eligible products purchased as new and manufactured for use in the United States, which at the time of purchase included a Manufacturer's original written warranty valid in the United States providing minimum coverage of ninety (90) days parts and ninety (90) days labor. The Plan begins on the expiry date of the Manufacturer's Warranty and is between ADMINISTRATOR and the WARRANTY PLAN OWNER. This Plan pays for parts and labor for functional parts. Functional parts are those component parts that are critical to the performance of the product's essential function. Nonfunctional parts are those parts that are not critical to functionality and/or cosmetic parts. ADMINISTRATOR will repair or replace the unit or any parts thereof, as required, subject to these terms and conditions. ADMINISTRATOR is not obligated to renew your Plan, however, if renewal coverage is offered, the price quoted will reflect current service costs and the age of the product. For replacement/exchange plans, we will either replace the Covered Product or settle the claim monetarily.

### Enrollment:

This plan must be purchased within 30 days of receiving your Quality Macs device(s). Once the CarePlus+ Extended Warranty plan has been purchased and full payment has been received, the plan will immediately begin. Simply visit [www.carepluswarranty.com](http://www.carepluswarranty.com) to view more information. If you prefer to register by telephone, please call (877) 500-5960 M-F 9:30a.m.-4:30p.m. (PST). Failure to make full payment(s) will restrict or eliminate full coverage benefits.

### To Arrange for Service:

To initiate a claim please email "support@qualitymacs.com" with the subject "CAREPLUS+ WARRANTY CLAIM". Please include within the body of the email the following: serial number, purchase date, and contact information. Please allow 1-2 business days for a response. To speak with a Quality Macs representative please call (877) 500-5960 M-F 9:30a.m.-4:30p.m. (PST). Please be ready to provide the original purchase receipt invoice number and CarePlus+ invoice receipt information. Approval must be made prior to the start of Quality Macs CarePlus+ Extended Warranty services.

### General Conditions:

Along with the wording of original equipment manufacturer's warranty, the following terms and conditions will apply:

- A. This Plan does not cover failure as a result of: misuse, abuse, rust or corrosion, spilled liquids or foreign objects found inside the equipment; repair of damage or loss caused by accident, theft, fire, flood, external causes such as, but not limited to, blown fuses, inadequate electrical power, or any use of the product not authorized by the manufacturer.
- B. The maximum liability of this Plan for product replacement or repair shall not exceed the original purchase price for the product.
- C. ADMINISTRATOR reserves the right to repair or replace the covered product with a comparable feature model of improved kind or quality if device is unable to be fixed. Product replacement under this Plan will fulfill this agreement in its entirety and will terminate all further obligations. There is a limit of 1 replacement device per extended warranty plan. Once the device has been replaced under warranty, the extended warranty plan is considered fulfilled, and ended. All replacement devices include a separate 30 day hardware warranty to ensure the item is fully functional.
- D. This Plan does not cover loss, theft, liquid/spill damage, accidental drops/damage, or deterioration of the appearance of the product hereby known as cosmetic damage. Cosmetic damage that is not covered under this plan includes but is not limited to: scratches, chips, warping, bends, dents, cracks, display imperfections, or any other damage to physical hardware aluminum, casing, glass, plastic, ports, etc.
- E. Plan coverage is provided for authorized products only and does not cover accessories such as power adaptors, special connective cables, mounts, etc.
- F. Any damage resulting from unauthorized replacement parts, improper service or modifications made to the covered product by Customer, Warranty Plan Owner, or any third party, are not covered by this Plan.
- G. If no defect is found (no fault found) or repairs are denied based on these terms and conditions, the Plan WARRANTY PLAN OWNER will be responsible for all costs incurred which may include round trip shipping expenses.
- H. Battery replacement is ONLY approved if the battery has expanded, is leaking, or is causing hardware malfunctions. Normal battery wear, such as decreasing battery life, reduced charge capacity, or battery replacement warning notifications, are NOT covered under this plan. Quality Macs recommends battery replacement with an authorized Apple Service Provider (<https://www.apple.com/batteries/service-and-recycling/>).
- I. Charges incurred for the following are not covered by this Plan: set up or installation/recovery of user data, reformatting of hard drives, or system and software configuration. This plan provides no coverage for data loss or data recovery services. Quality Macs recommends backing up all personal data prior to service and is not liable for loss of data due to hardware/software failure.
- J. Any loss occurring during the manufacturer's Plan is excluded and any loss due to failure to follow the manufacturer's recommended maintenance, specifications or operating instructions during the term of this Plan is excluded.
- K. ADMINISTRATOR and parent company HUTING DESIGN INC. are released from all liability due to indirect, consequential or incidental damages.
- L. Any loss resulting from collision with another object or any damage while the product is in transit is excluded.
- I. SHIPPING - For approved warranty claims, ADMINISTRATOR will return device FREE of charge to address requested by authorized WARRANTY PLAN OWNER via ground shipping. Expedited shipping available upon request for an additional fee which varies depending on weight, location, and shipping speed.

Refer to the details of the contract for the full list, but there are some notable exclusions to your coverage.

- We do not cover accessories & consumer replaceable parts (ie:batteries, charging adaptors, power cables & other consumables).
- We do not cover software issues, including software for computers, cell phones, ipads, apple watches, etc.; there is no software warranty implied.
- Fraudulently misrepresented items are not covered and we do not cover stolen or lost products.

### Transfer of Plan:

You may transfer your service contract to a new WARRANTY PLAN OWNER of the covered product by emailing notice of transfer to support@qualitymacs.com or by calling (877) 500-5960 M-F 9:30a.m.-4:30p.m. (PST) and speak with our customer service team. You must provide Quality Macs CarePlus+ Extended Warranty the Serial number, proof of purchase of the service contract, the name, address, telephone number and email address of the new WARRANTY PLAN OWNER. A transfer fee of \$25.00 will apply to cover administration fees required to update the plan holder information.

### Limit of Liability:

Our liability is limited to the original price of the covered equipment. This agreement will be terminated at the point total repair costs reach the lower of the original purchase price as indicated on your bill of sale or the current fair market value of the covered item.