



# AGiProtect Coverage Overview for Apple, Windows & Chromebook Laptop Devices

**AGiProtect provides unlimited accidental damage repair coverage with no service fees or deductibles.**

## Coverage Details:

- Covered accidental damage repairs have no deductible and include ground shipping paid by AGi.
- Standard repairs (excluding motherboard) are guaranteed within a Service Level Agreement (SLA) of 5-7 business days upon device arrival at AGi's facility.
- Motherboard repair SLA does not exceed 15 business days.
- SLAs may be extended due to parts availability, unexpected circumstances, or bulk work order submissions.
- Customers will be notified of any delays by their dedicated Account Executive.
- AGiProtect is not affiliated with Apple, Acer, Asus, Dell, Google, HP, Lenovo, Samsung, Toshiba, or any other OEM and does not replace or modify the manufacturer's warranty.
- Manufacturer warranty repairs, replacements, recalls, or other issues are not covered by AGiProtect and should be addressed directly with the manufacturer.

## Covered Accidental Damage Repairs:

- Glass/Digitizer, LCD, Charging Port, Headphone Jack, Wi-Fi Antenna, Volume Button, Power/Lock Button, Speaker, Cameras, Microphone, Logic Board, and Battery.
- Home Button replacement voids Touch ID warranty.
- Palm Rest, Touchscreen, Trackpad, Top Cover, Motherboard, Hinges, Bottom Case, I/O Board, Wi-Fi Card, and LVDS Cable.

## Exclusions:

- Damage while not in the provided case (as determined by AGi).
- Damage caused by fire, chemicals, nuclear, x-rays, soundwaves, magnetic fields, biological contamination, acetylene torches/blowtorches, flares, heat, smoke, or flames.
- Intentional damage from abnormal use, conditions, or environments.
- Cosmetic damage, normal wear, and tear (excluding functional impairment), software issues, battery wear from normal use (unless caused by accidental damage).
- Unrepairable motherboards, bent aluminum back cases (device will be returned in non-working condition or can be bought back by AGi for a determined payout.)
- Theft, leasing, subletting, lending, or criminal acts involving the device.
- Acts of nature, weather conditions, vandalism, riots, war, confiscation, or seizures.
- Excessive abuse, manufacturer design defects, recalls, dust, mold, internal overheating or humidity, corrosion, condensation.
- Pre-existing conditions, lost/non-retrievable data, fraudulent products, improper electrical sources, infestation, damage covered by other insurance, removed/altered serial numbers or product information.
- Look-a-likes, clones, or products not manufactured by the original manufacturer.

## Unrepairable Devices - If AGi determines a device to be unrepairable and excluded by the plan:

- AGi will return the device or recycle it upon the owner's preference.
- The School District/Company can transfer coverage to another device of the same or comparable model for the remaining plan duration.
- Written notice of the new device's serial number is required for the transfer.



*Note: This overview provides a condensed summary of the AGiProtect coverage.  
Please contact the CTC's IT department for complete details and terms.*