

GENERAL INFORMATION

Who are NWS?

National Warranty Services (NWS) are Australia's leading PC & IT warranty company offering comprehensive high quality warranty services all around Australia.

NWS have been providing a wide range of warranties with Australia-wide local service for approximately five years. It was specifically established to provide Resellers and their customers with quality service and ethical business practices, given that, we had found, from personal experience and Reseller feedback, that that was distinctly lacking in the industry.

NWS also have a computer services division, called, appropriately, National Computer Services. The NCS division provides Australia-wide local on-site hardware and software support, and installation and maintenance services for the clients of computer services businesses, or individual national companies.

NWS is fully Australian-owned, and run and managed by ethical & professional service professionals: not accountants & sales hype.

We have been mentioned favourably in several articles in the leading IT trade magazines, ARN and CRN. NWS rates #1 in Google for PC warranties.

What are the benefits for me as a NWS Reseller?

As a NWS Reseller, there are many benefits for your business.

1. You now get paid for all warranty service work (usually over the much longer three year warranty period), instead of doing RTB warranty service work for free.
 2. NWS also have a written Service Guarantee that you will get all the warranty service work you want to do. If a mistake is made, you get paid for the job as well.
 3. However, you have the choice of not doing the warranty service work if the customer is too far away, or you feel unable to carry out the service work, on a case-by-case basis.
 4. In which case, NWS will get another Service Agent to carry out service work.
 5. NWS have a written Service Payment Guarantee that you will be paid within 10 business days, after your paperwork has been received. Otherwise we pay you an additional \$50.
 6. You can become an Authorised NWS Reseller & Service Agent and purchase NWS warranties on-line without any stock.
 7. With the NWS 'Mates Rates' Reseller Loyalty Rewards Program, you can get up to 12% off your normal volume prices.
 8. You will get all the extra chargeable non-warranty work & sales generated directly or indirectly by warranty service work.
 9. You can sell systems to non-local sites and still provide your customers with local on-site warranty service.
 10. You can sell systems to non-local sites and still provide your customers with local on-site installation & maintenance services.
 11. You can offer customers *back-dated* warranties if systems are less than 12 months old.
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What do the NWS warranties cover?

The usual NWS warranty is a hardware warranty and covers -

- ✓ cost of equivalent or better replacement parts
- ✓ service costs
- ✓ travel costs
- ✓ freight costs.

Software, settings, peripherals, removable media, buttons, and keyboards & mice are not covered. User damage and damage caused by environmental factors are not covered.

What is the difference between NWS and other 3rd Party warranty providers?

Many.

Sales

12. Get wholesale volume pricing even if only purchasing one warranty at a time
 13. Get up to 12% off all warranty purchases with our 'Mates Rates' Loyalty Program - with no volume requirements.
 14. Patented on-line instant warranty purchase, delivery and activation IDA System.
 15. Stock-less.
 16. Get any warranty required instantly at any time 24 x 7.
 17. Or traditional 'sticker' warranties if they are more suitable for purpose.
 18. Design a warranty specifically to suit your business or individual customers. Flexible options available in every aspect of warranty - warranty media/format, fulfilment options, response options, service options, parts handling, call handling, branding.
 19. No credit card details required. And pay single invoice at end of month.
 20. Get instant on-line pricing & quotes for any item or warranty.
 21. As well as standard warranties for PCs, notebooks & servers, get warranties and pricing for thousands of other items - instantly.
 22. Upgrade warranties instantly on-line.
 23. Track all warranty purchases in real-time on-line with your own IDA Admin login.
 24. Get instant on-line sales reports on screen or print.
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Service

- ✓ Met all* your Australian Consumer Law and Consumer Guarantee requirements
 - ✓ No Consumer Guarantee period disputes
 - ✓ No 'unreasonable delay' disputes
 - ✓ No pick-up or freight expenses
 - ✓ No Manufacturers' disputes
 - ✓ Mandatory Warranty Against Defect text included
 - ✓ Mandatory Refurbished text included
 - ✓ Mandatory Data Loss text included
- ✓ No huge delays before carrying out service. Usually same day.
- ✓ No huge delays in supplying replacement parts.
Instantly approved & supplied by Reseller or Service Agent, or shipped overnight.
- ✓ No waiting 90 days to get paid (or never). 10 Day Payment Guarantee.
- ✓ No constant 'lost' paperwork of parts approval or invoice.
- ✓ Guaranteed to get all service work for your systems (that you want)
- ✓ No giving your service work to 'Service Territories' to keep them happy.
No Service Territories and a written Service Guarantee.
- ✓ No constant telephone tag and voicemail and unanswered emails.
Real people answer phone calls. Emails gets fast response.
- ✓ No 'hard nosed' inflexible response when there are problems or issues
- ✓ No always trying to find excuses not to do valid warranty work.
- ✓ Friendly, helpful, flexible service (but we have to say "No" sometimes :-)
See User & Reseller testimonials flyers or on site.
- ✓ No voiding warranties at any excuse (or no excuse).
- ✓ No 'Use By' date on any NWS warranty.
- ✓ No voiding if not activated.
- ✓ No nasty little 'gotchas' in T&C.
User friendly easy to understand T&C with summary of main points. Transferable warranties.
Upgradeable systems.
- ✓ NWS and its management have a strong IT service background and focus on delivering excellent service to you and your customers.
- ✓ Ethical efficient helpful friendly practical service.

* Except major faults such as 'not fit for purpose', 'unacceptable quality', 'not matching description', etc.

Where is NWS located?

NWS offices & service centre recently relocated to larger premises in Redcliffe on the north side of Brisbane, Qld; but NWS provide local service all around Australia with its extremely large network of Resellers & Service Agents of approximately 3,500.

NWS have a business strategy of *not* having a physical branch structure in capital cities (or elsewhere). The reasons for this are quite straight-forward.

There would be very significant costs that would have to be passed on. There would be significant additional staffing & management issues. And we would still not be able to personally cover all our Resellers & Service Agents in all the regional towns around Australia.

Our branch structure is really our network of thousands of Resellers & Service Agents.

What is the NWS history?

NWS has been in business for about 5 years. It was specifically established to provide Resellers and their customers with quality service and ethical business practices, given that, we had found, from personal experience and Reseller feedback, that that was distinctly lacking in the industry.

It is fully Australian-owned and run by Australian service professionals. For historical and tax reasons, it is structured as a trust with National Warranties (Aust) Pty Ltd as Trustee, the directors of which actively work within NWS.

NWS generates significant income & profit for many IT businesses such as yourselves.

We have been mentioned favourably in several articles in the leading IT trade magazines, ARN and CRN. NWS rates #1 in Google for PC warranties.

Although we constantly deal with people with problems and under stress, and who frequently expect the warranty to cover every conceivable problem, NWS has had remarkably few complaints, and have had no Fair Trading or any legal action ever upheld (only about two in total anyway).

The reason is simple. NWS is run and managed by ethical & professional service professionals: not accountants & sales hype.

Please refer to our current six page user Testimonials (and a similar one from our Resellers).

What financial standards do NWS set?

We are the only third party PC warranty company to have a separate audited Service Contingency Fund with funds put aside each month to cover all future service costs, rather than need to fund service from current sales. This is simply good financial management, yet adds no costs to the price you pay for warranties.

Some warranty companies tout underwriting insurance. We have our doubts about that when warranty prices don't increase and we can't find any trace of company mentioned. But, in any case, NWS made a strategic decision not to do that, because -

- X Underwriting adds significant costs to every warranty which would have to be passed on.
- X The warranty is a low priced item with low risk and a low downside and small potential costs, and so it seems unnecessary to add a significant cost to every warranty.
- X Just what is covered (or not) by underwriting depends all on 'the fine print'.
- X Even more so than ordinary insurance, underwriting means long delays and considerable effort to get each claim recognised and finally (possibly) paid a pro rata'd amount.
- X And would it really be worth the effort & costs for the small amount involved?

And NWS prides itself on the ethical business practices we always practice.

NWS SALES FAQ

Introduction

So you can ...

- ✓ Become an Authorised NWS Reseller & Service Agent and purchase other NWS warranties on-line without any stock 24 x 7.
 - ✓ Get wholesale volume pricing even if only purchasing one warranty at a time.
 - ✓ Access our 'Mates Rates' Reseller Loyalty Rewards Program and get up to 12% off your normal volume prices.
 - ✓ No 'Use By' date on any NWS 'sticker' warranty purchases
 - ✓ Get a 100% Money Back Guarantee on all NWS warranty purchases.
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How do I become an Authorised NWS Reseller & Service Agent?

Use our on-line automated Reseller & Service Agent Application Form here >>>

<http://www.nationalwarranties.com.au/sam/rs-app.php>

When completed, this on-line automated Application will automatically create both your NWS Reseller & Service Agent Account & ID, and your on-line Reseller IDA account ID and password/s. And send you emails with all the details.

Who can buy NWS warranties?

NWS warranties are available to any Authorised NWS Reseller of any of the warranty or service products we provide warranties for.

If I purchased/sold a 1 year warranty, can I upgrade it later?

Yes. Use the online IDA Upgrade option.

What warranties do NWS offer?

NWS standard warranties offer Australia-wide local on-site high priority same day response with Instant Parts Replacement (where parts are available).

They are available for one to five years and normally start seven days after the retail sale.

In addition, NWS offer EXT warranties that start after manufacturer's warranty. These are usually only applicable when the manufacturer's warranty is the same as the NWS warranty.

There are also warranties that offer Return To Nearest Service Agent service (instead of on-site), Same Day Courier Pick-up, and even Reply Paid Customer Mail-in.

NWS prides itself in its flexible mind set and attitude. Because of this, and because of the flexibility that our patented on-line IDA Instant Warranty Delivery & Activation Systems gives us, NWS can offer you and/or your customers options for every aspect of your warranty - warranty media, fulfilment process, response options, service options, call management, parts management.

What products do NWS offer warranties on?

Although NWS core products remain PC, notebook, POS, & server warranties, in fact, NWS offer warranties for a massive range of electronic goods, including GPS, PBX, printers, screens, media centres, transceivers and much more.

What type of warranty service do NWS offer?

Our standard service types are On-Site, Return To Nearest Service Agent, and Courier Pick-up.

NWS also tailor many different total warranty solutions to suit the individual Reseller (or Wholesaler) and their customers on a case-by-case basis.

What service responses do NWS offer?

Service types vary from high priority same day on-site, high priority same day courier pick-up, urgent priority four hour response, out-of-hours service, and even 24 x 7 service.

Various response times & coverage are also available - 8 hour Mon-Fri business hours, 4 hour Mon-Fri business hours, 4 hour Mon-Sun business hours, and 4 hour Mon-Sun 24 hours.

How are NWS warranties activated or registered?

Our patented on-line instant warranties are instantly activated at the same time as on-line purchase and delivery, and no further action is usually necessary.

With our pre-purchased NWS traditional 'sticker' warranties, the user or the Reseller must activate each warranty on the NWS Web site after system sale.

NWS On-line Registration Link

<http://www.nationalwarranties.com.au/reg/registration.php>

Unlike some other warranty companies, failure to do so will not void the NWS warranty, however it will cause service delays, inconvenience, and extra paperwork.

How does your pricing compare with other warranty service providers?

NWS warranty pricing is very competitive, especially when you consider the significantly higher quality of service you and your customers get.

In addition, there is the additional '*Mates Rates*' Reseller Loyalty Reward of up to 12%.

There is also a 100% Money Back Guarantee, and no 'Use By' dates on any warranty.

And this wholesale pricing is available even if only purchasing one warranty at a time.

As well as our traditional 'sticker warranties', the patented NWS instant on-line IDA System is a stock-less system, and enables you to sell and instantly deliver any warranty your customer wants - without any stock or pre-purchase.

And pay at end of month.

Does NWS Have a Wholesale Warranty Price List?

Many, but not one single Price List. Because we have so many different warranties, and cover so many different products, and have many different warranties packaged for individual Resellers or customers, it is not possible to have a single 'hard copy' or even 'soft copy' warranty price list.

Instead as well as the warranty price of course being displayed at time of wholesale purchase, NWS has an on-line dynamic 'Generate Price List' function for each Product Category.

This generates a price table for that Category and for the warranty type you select. Then you can print or email it.

And if you set your retail margins in your IDA System Account, you can generate your RRP Warranty Price Lists as well.

Can I get a discount when purchasing NWS warranties in bulk?

NWS already offer wholesale volume pricing to its Resellers, plus a possible exclusive 'Mates Rates' Resellers Loyalty Reward Program of up to 12%.

For very high monthly volumes, where warranties are bundled with every system sold, further pricing rebates may be available.

If you are directly competing against Acer or Dell for a particular order or tender, NWS will always attempt to give you as attractive & competitive pricing as possible.

What does an end user have to do having purchased a PC with an NWS warranty?

If the warranty is a 'instant' ie non-sticker warranty, nothing, except store Certificate safely with sales invoice, as the warranty is instantly activated at time of purchase.

If the system has a 'sticker' warranty, ensure the sticker is properly affixed to the equipment.

The Reseller or user should then go to our website to register & activate the warranty.

<http://www.nationalwarranties.com.au/reg/registration.php>

However, not activating or registering an NWS warranty does NOT void the warranty. It normally means that the customer may have to send us the Sales invoice or receipt.

Can I Have A Look At The NWS Patented On-line IDA Warranty Delivery & Activation System?

NWS created a 'test' Reseller account so that Resellers can test and play with the system, and train staff on the IDA System, without using their production IDA account.

If you don't know the details, you need to email or call NWS management to get the Test Reseller ID and password.

NWS SERVICE FAQ

When does warranty service start?

Usually NWS warranty service starts seven days after the date of retail sale; however if the date of delivery or installation is much later, the Start Date & the Expiry Date can be adjusted.

Either way there is a seven day 'no fault' period to help ensure that Resellers (and Wholesalers) do a decent QA before shipping system. The warranty expiry date is adjusted so that the warranty period is always exactly the correct period.

NWS allows Resellers to sell 'back-dated' warranties. Back-dated warranties are defined as any warranty where the sales invoice/receipt date is more than 14 days old. In this case, there is a 'no fault' period of thirty days, and so that warranty service starts in 30 days from the sales date. (Note that 30 days is added onto warranty expiry date.)

Components may not be used initially eg DVD drives. The seven day period applies to when components were first used. To put it another way, components that were faulty when shipped are not covered.

What happens if the customer has a fault during the 'no fault' period?

The 'no fault' period is there for a very good reason. It is there to help ensure that the system is assembled correctly, that quality parts are used, and it is correctly installed.

With no 'no fault' period, and NWS would in effect be doing the Reseller's (and Distributor's) QA for them (and paying for it).

Faults in this period are a matter for the Reseller to resolve.

Some components may not be used initially eg DVD drives, USB ports. The seven day period applies to when the components were first used, ie, to put another way, components that were faulty when shipped are not covered.

However, because these faults are a particular hassle for everyone when the system is non-local to Reseller, NWS offers a 'ex gratia' service arrangement specifically for non-local faults. The number of such faults covered is based on the Reseller's warranty volume.

How does the warranty service work with NWS warranties?

Much the same, except you now get paid for all warranty service work.

And NWS has a written Service Guarantee that you will get all your local warranty service work, if you wish to do service. The choice is yours.

Your customers will now call the NWS 1300 Service Centre number, 1300 765 860, and call & job management will be done through the NWS Service Centre, and jobs forwarded to you.

However, if, as often happens, your customer calls you instead of NWS, you can either advise customer to call the NWS 1300 number, or log the job with NWS Service Centre on their behalf.

What is critical, to ensure you get paid for service work and/or parts, is to make sure that the job is logged prior to service work. Simply put, if not logged, there is no authorised warranty job.

If you receive a warranty service call outside normal hours, you can (must) log job details by email or phone (to voicemail) at the time. You are then authorised to carry out warranty service.

After any job, you would call our Service Centre to notify of resolution & completion, and subsequently, in a timely manner, return completed Job Sheet with job & part details, the signed Customer Agreement form, and an Invoice for the correct amount, plus any faulty parts.

The faulty parts are sent by the free NWS AustPost Reply Paid service to NWS.

What contact does NWS have with customer?

Normally, the customer has called NWS Service Centre to report fault; alternatively, the Reseller has called NWS to log fault.

NWS would then normally monitor job progress and send any replacement parts required until fault was resolved and job completed.

Finally NWS would normally contact customer after fault was reported resolved to ensure customer was happy and to collect feed-back.

There can also be scenarios where the normal procedure would be different, eg when Reseller does 1st Tier and/or remote support and reports fault to NWS after that, or where Reseller manages service directly without direct NWS involvement.

What is the service coverage of NWS warranties?

NWS has coverage Australia-wide with over 3,500 Service Agents throughout Australia.

What about customers located in an 'outback' town?

NWS provides local on-site service in virtually any town in Australia.

Although the actual businesses and numbers are always changing, NWS has approximately 3,500 Resellers and Service Agents throughout Australia.

What if I don't want to, or am unable to, carry out warranty service?

NWS will use another local NWS Service Agent. This can be done on a case-by-case basis.

How are service calls logged?

The warranty Certificate and warranty stickers have the NWS 1300 number.

The customer calls that number with the details. If they call you, you can call on their behalf.

The NWS Service Centre currently operates Mon-Fri 8:00am - 5:00pm AEST.

NWS plan to extend these hours when the number of calls, or the number of warranties with extended hours, justify it. Initially we would extend so that we cover SA & WA business hours.

What about calls on week-ends and out-of-hours?

If you receive a warranty service call outside those hours, you must log job details by email or phone (to voicemail) at the time. You are then 'authorised' to carry out warranty service work.

In any case, the issue will usually be the (un)availability of replacement parts. However, if you have suitable replacement parts, by all means use them, and notify us when the Service Centre is again open. Otherwise, unfortunately, you and your customer will still need to wait until NWS can ship replacement parts by courier or ExpressPost on next business day.

How are warranty service fees structured?

Given NWS cannot physically & directly monitor and manage each job on the ground, warranty service work can not be paid on a traditional T&M basis as that would simply allow Service Agents to be as slow and as inefficient as possible, and basically charge what they liked.

However, instead of a single 'one size fits all' fee, NWS have developed a sliding scale of fees based on a classification of small/medium/large jobs.

The appropriate job classification can only be decided after the job when it is known what the fault was. The decision is based on perceived difficulty of diagnosis and difficulty of repair, and any special circumstances. Because a small/medium/large classification is not prescriptive, this allows us flexibility in how each job is classified.

Please refer to separate current Service Fee Schedule.

Note also that NWS guarantee to pay you within ten days or less of receiving your paperwork and any required faulty parts. Or we pay you another \$50.

(If the faulty parts are being returned to NWS, NWS provide a free Reply Paid service.)

How are faulty & replacement parts handled?

If you have suitable replacement parts in stock, we would usually authorise you to use those; otherwise NWS will 'forward ship' replacement parts or units with a pro forma invoice, subject to the return of the faulty part.

If not being RA'd directly by Reseller, faulty parts will always be shipped back to NWS (using our free Reply Paid service).

If faulty parts are not returned, you will be charged for replacement part (if we supplied), and may not be paid for service work if we can't be sure there was a warranty job.

Some warranty service companies install poor quality and/or inferior specification parts.

NWS always supply replacement parts of the same or better specification.

Where do you source your replacement parts?

Normally NWS use parts supplied by the Service Agent, if they have parts of a suitable type and specification. This means a much much faster resolution for the customer and no unnecessary trips for the Service Agent or Resellers. Otherwise we source suitable parts fork stock or leading Australian wholesalers.

If it is an on-site warranty, can the customer still take the system back to the Reseller (or ship to Reseller) if this is more convenient?

Yes. As long as that is the customer's choice, not the Reseller's.

If there is a problem with a system, what does my customer do?

We have a national 1300 number that they can call to report the fault. Alternatively, you can call and log job on their behalf.

We validate warranty, and then create and send Job Sheet (or link to Web-based Job Sheet) by email to the Reseller or Service Agent doing job.

If it is out of Service Centre hours, you or your customer can leave a voicemail on the NWS 1300 Service Centre number, or send an email to jobs@nationalwarranties.com.au.

Does the NWS warranty cover software problems?

No, the warranty does not (normally) cover software problems, but we can arrange a Service Agent who can come and solve any software problems for a fee for you.

The cost of the service depends on the Service Agent and the software problem.

Does upgrading the system or adding components void the warranty?

No. You can add components and upgrade the PC without voiding the warranty.

We only cover components which were in the system at the time of the purchase. Additional components are not covered with the existing warranty.

We do not cover any accidental damage eg caused while adding components (eg snapped cards, screwdriver damage to the main board).

What happens if one of internal cards pop out of place? Is it covered by the warranty?

No. If it is during the first seven days after purchase, then it is within the 'no fault' period which NWS have to help ensure the Reseller does a reasonable QA before selling & shipping system, and is the Reseller's responsibility.

If this happens later, this is still not counted as a warranty fault because there is no faulty component.

This 'fault' is generally caused by three things - movement or transport of system, heat, or poor system assembly. So this is classed as non-warranty and is a chargeable call to fix the problem.

What does a customer have to do having purchased a PC with an NWS warranty?

If you have purchased our usual Instant Warranty, then it is instantly activated at the time of purchase, and NO further registration action is required.

If the warranty is a sticker warranty, ensure the sticker is properly affixed to the equipment. The Reseller or customer should then go to our website to register & activate the warranty.

<http://www.nationalwarranties.com.au/reg/registration.php>

However, in both cases it is well worthwhile storing both your sales invoice or receipt and the NWS Warranty Certificate together in a safe place.

Can the customer choose the Service Agent to do the work?

Normally, the first person we contact is the Reseller who sold the system if they are close enough to do the work. If the customer is not located close enough to the Reseller (or they don't perform service work), we will then use another local Service Agent.

Each Reseller can explicitly specify what distance, or type of warranty service work, they will or won't do. This can be included either in the on-line Reseller & Service Agent Application, or specify separately which we can add to our new Reseller & Service Agent Web database, SAM.

If a customer does not wish to use a specific Service Agent, we endeavour to arrange for an alternative local Service Agent.

Customers can also recommend a specific Service Agent they know of, or have used. If they are not already a NWS Service Agent and we consider that they might be a suitable Service Agent, we may approach them to become an Authorised NWS Service Agent.

What doesn't the normal NWS warranty cover?

Normal NWS warranties are hardware warranties, and cover all costs in repairing or replacing faulty hardware components, including replacement parts, service costs, travel costs and freight costs.

However, NWS warranties, like other IT warranties, especially when considering the price they are sold at, don't/can't cover a variety of situations, problems and faults. These are -

- X Unless specifically provided for, hardware faults that occur in the first seven days after sale or installation or use, whichever is the latest.
The seven day 'no fault period' is specifically and explicitly in place to help ensure that each Reseller carries out a professional QA on system prior to shipping.
- X Faults or damage caused by people.
This covers damage from, say, dropping or otherwise damaging, but also damage to components when tampering or upgrading equipment/components. Damage to pins or ports by rough or incompetent usage. This would also include spillage.
- X Faults or damage caused by physical environmental factors. Typically, vermin or insects, inadequate ventilation or inappropriate location, eg next to oven, but would also include damage by water egress or flooding.
- X Faults or damage caused by power spikes or surges. This really falls into environmental factors above, but because it is relatively common, we have made it explicit, and have mandated the use of a quality surge protector or UPS to prevent (most) such damage and the possible subsequent loss of data, inconvenience and costs to the end user. Such damage may be covered under 'fusion' in the household contents policy.
- X Faults or damage caused by inadequate maintenance or protection. This also relates to environmental factors, but here refers primarily to substantial build-up of dust & dirt (leading to 'shorts' or heat build-up) on one hand, and (lack of) protection against salt or similar corrosion, eg in sea-side homes/shops, or in a equipment high risk environment without adequate protection, eg water, sand blasting, or similar.
- X Faults or damage that fall into over-usage or unreasonable usage, rough usage, user damage. This most often applies to buttons, but also, say, notebook hinges, and DVD drives if being used for replicating or similar commercial-type use.
- X Faults caused by 'popped' cards (or cables). These are caused by transport, movement, heat, or inadequate assembly or QA, and no faulty components are involved.
- X Any software, Internet, printing, network, configuration & settings problems, incl. software incompatibility or performance or reliability problems caused by particular software.
- X Operating problems caused by peripheral faults, incompatibility or configuration.
- X Separate removable media, such as USB drives or removable or external HDDs.
- X Separate external cables
- X If the warranty purchased is for the wrong item, the warranty may be void, eg, if a (cheaper) PC warranty is purchased for a server, that warranty will be void and need to be replaced with the appropriate warranty.
- X Similarly, if the price of the equipment is greater than that for which the warranty purchased covers, the warranty will likewise be void, and need to be upgraded/replaced, eg if a (cheaper) PC Under \$3,000 warranty was purchased when the PC (hardware only) price was (well) over \$4,000 and was really in the Under \$5,000 category.
- ✓ Notebook & similar power adaptors are now covered.

POS Equipment

- X Does not cover touch screen 'dead spots'. This is considered a over-usage/rough usage fault.
 - X May mandate the use of a screen protector to help prevent touch screen faults that would otherwise cause the business significant inconvenience & cost.
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