



# ***Warranty Program***

## THINGS YOU NEED TO KNOW

SHI Complete Care is powered by Staymobile. Staymobile is SHI's Strategic Partner for all things warranty related regarding your Laptops, Desktop, Chromebooks and Tablets devices. Thank you for choosing the SHI Complete Care Team.

The purpose of this Welcome Package is to provide you with:

- Summary of your order purchase
- List of your device model and serial numbers (when registered)
- How to make a Service Request
- Link to our [Constant Connectivity] Program's Terms of Service

Purchase Summary					
Order Date		Customer PO No.		Term:	
Part No.		Part Description		Qty. Ordered	

## COVERAGE OVERVIEW



**This overview is provided for information purposes only and is not a contract of coverage**

**WHAT IS COVERED?**

- Incidental damage associated with protective case & associated screen installed
- Incidental damage associated with the following device components: casing, buttons, connectivity ports, cameras, speakers, mics and keyboards
- Pixel damage caused by cracked or broken screens
- Unlimited incidents during the term of the program
- If device cannot be repaired, case & device will be replaced with similar make/model
- Free two-way shipping, or localized pickup within 50 miles of SM location

**OEM Extended Warranty (if purchased)**

- Mechanical breakdown not caused by any drop, spill, etc.

**WHAT IS NOT COVERED?**

- Water immersion - submersion
- Loss / Theft
- Environmental or weather-related issues (ex: dust, humidity)
- Service related to abuse, misuse, mishandling, introduction of foreign objects, and acts of God
- Power surges, normal wear and tear, cosmetic damage, pre-existing conditions, preventative maintenance, and items normally designed to be periodically replaced
- Software and/or data related issues
- Repairs that are covered by the manufacturer's warranty or are a result of a recall

**OEM Extended Warranty (if purchased)**

- Damage related to any incidental drop, spill, etc.



## CLAIMS PROCESS

To file a request, please have the serial number from the affected device. You can file a request via email, over the phone, or through the online portal.

Email: [warranty@staymobile.com](mailto:warranty@staymobile.com)

Phone: 1.800.557-0426

Online Portal: coming soon



**CLAIMS ESCALATION PROCESS**

**Claims Escalation Process**

**Level One:**

[warranyservices@shi.com](mailto:warranyservices@shi.com)



## TERMS & CONDITIONS

[Click Here](#) to download the terms of your Constant Connectivity Program.



**REGISTERED DEVICES**

