

# Your Virtucom Warranty And Protection Guide

## What's Important To Our Customers?

You Asked.  
We Listened.  
**We Delivered.**



**Flexible Terms. Customizable Plans. Accurate Budgeting. We Understand What Matters.**

### FLEXIBLE START DATES

Your protection starts when you need it, not once you've placed the order.

### QUICK TURNAROUND TIMES

We mitigate disruption by providing quick response times, spare parts inventories and lockers, expedited repair, and a loaner device program.

### BIOHAZARD COVERAGE

Participate in a program that provides quarantine guidelines that disinfect and ready devices for safe use.

### THEFT & LOSS PROTECTION

Within your distance learning programs we provide asset tracking and loss/theft recovery or replacement while ensuring your data stays secure.



### PERSONALIZED REPAIR OPTIONS

We provide services customized to your users' needs ensuring that we adapt or develop a plan and process tailored to what you need specifically.

### FORECAST YOUR BUDGET

Our protection plans provide the support you need in a model that helps you tailor your protection and support to your budget needs.

## ACCIDENTAL DAMAGE

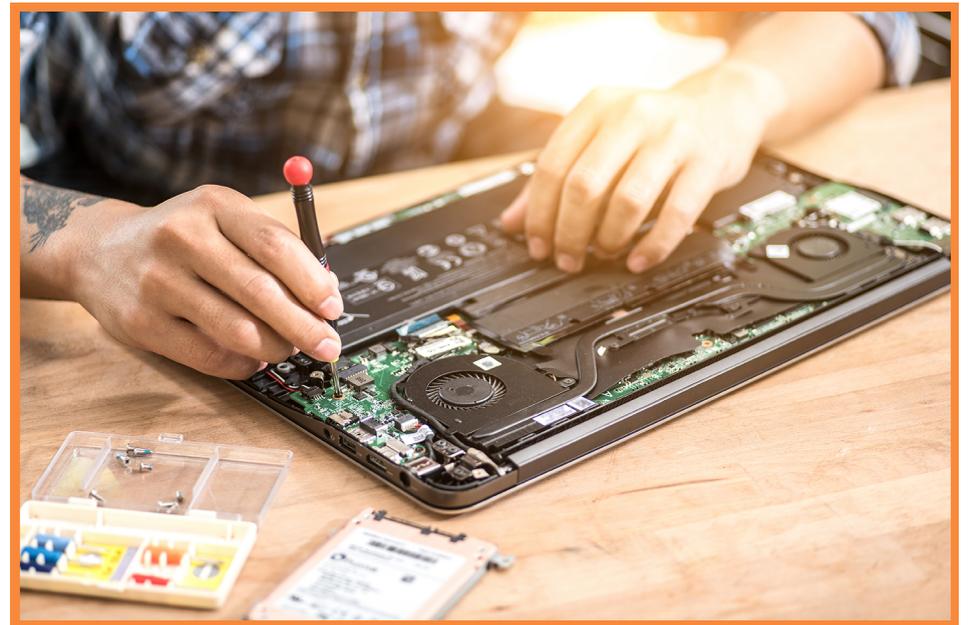
We go beyond standard ADP to provide a more complete coverage, that can include submersion, surge protection, biohazard, screen protection, normal wear and tear, and unlimited claims.

## EXTENDED BATTERY PROGRAM

Our extended coverage provides you with diagnostics and battery replacement throughout the extended term.

## NO QUESTIONS ASKED

With our premium program, if a device isn't working, we repair or replace it no questions asked. You're 100% covered no matter the problem.



## SUMMER REFRESH & REDEPLOYMENT

At the end of every school year, Virtucom makes sure your devices are refreshed and in working order for the next semester. We provide an in-depth 15 point inspection, cleaning and sanitation.

## TAILORED SERVICES TO FIT YOUR NEEDS

One size simply doesn't fit all, and Virtucom understands your community has unique needs. We value our customers and offer customizable protection plans that cater to your specific requirements.

We don't try and nickel and dime you. We customize a plan that fits you, your requisites and your budget!

**Sean Beck, Sales Operations Manager**

sbeck@virtucom.com

800.890.2611

678.757.4982

Fax: 770.908.8007

[www.virtucom.com](http://www.virtucom.com)