

PROTECT AND RESPECT YOUR INVESTMENT WITH MENDIT

## EXTENDED WARRANTY

Cover for hardware breakdown



MendIT's extended warranties are designed to provide a low cost alternative to the manufacturers warranty, whilst maintaining a high level of service.

### Collect and Return

Ideally suited to mobile devices (tablets / laptops / smartphones), a MendIT Collect and Return extended warranty is a fast and efficient repair service designed to protect your device against mechanical breakdown.

MendIT Collect & Return extended warranty is inclusive of the manufacturer's warranty period and is available for all makes and models of tablets, laptops, desktops and smartphones, from Apple to Zoostorm.

With all parts, labour and carriage included, our Quick Fix 5 Day Service ensures you receive a fast and cost effective solution when looking to protect your assets.

If MendIT are unable to repair your device under the extended warranty agreement (i.e. parts aren't available or the cost to repair is greater than the value of the device when new) you will receive either new or fully refurbished equipment of the same age and condition (see terms for more information).

### On-Site Maintenance

Available for laptop and desktop devices, a MendIT Onsite extended warranty is designed to deliver both an instant response and a rapid repair; MendIT provide telephone diagnostics and dispatch of a fully trained engineer to your location on the Next Business Day.

Whether you have sensitive data or want to keep downtime to a minimum, this is an ideal solution to have you up and running in the shortest time possible.

Inclusive if the manufacturer's warranty period and with all parts, labour and engineer call out charges included; MendIT's premium extended warranty service has you covered.

If MendIT are unable to repair your device under the extended warranty agreement (i.e. parts aren't available or the cost to repair is greater than the value of the device when new) you will receive either new or fully refurbished equipment of the same age and condition (see terms for more information).

#### On-Site Maintenance:

- UK mainland customers only
- Not available for Apple or Microsoft equipment.

EXAMPLES OF HARDWARE BREAKDOWN: BLUE SCREEN OF DEATH, HDD FAILURE, LOSS OF DISPLAY.

### Collect and Return Process

- An electronic certificate will be provided to register the device/s
- Customer calls MendIT repair centre on 01282 418 864 and warranty status is checked
- MendIT will attempt to resolve the problem over the phone
- If the unit is in need of hardware repair, MendIT will arrange collection and provide a pre-paid postage label for the customer to attach to their device (customer is responsible for packaging)
- Upon receiving the device, MendIT will diagnose the fault and carry out the repair for free
- Device is tested to ensure fault is repaired
- MendIT will package the device and send it back to the customer
- MendIT covers all costs for parts, labour and carriage
- 5 day turn around upon receiving the customer's device\*

\*Subject to parts availability

### On-Site Maintenance Process

- An electronic certificate will be provided to register the device/s
- Customer calls MendIT repair centre on 01282 418 864 and warranty status is checked
- MendIT will attempt to resolve the problem over the phone and may require your assistance in performing diagnostic procedures
- If the unit is in need of a hardware repair, MendIT will arrange to send an engineer with parts to a place convenient to the customer (UK Mainland Only)
- MendIT will endeavour to provide an onsite engineer by the end of the next working day should the call be received by 15:00 hours local time\*

\*Subject to parts availability

MendIT Extended Warranty must be purchased during the manufacturers standard warranty period. Cover will run concurrently.

MENDIT ARE THE UK'S PREMIER LAPTOP, COMPUTER AND MOBILE REPAIR SPECIALISTS