



## EXTENDED SERVICE PLAN FOR REFURBISHED SYSTEMS

1-year Extended Service Plans for laptops, desktops, netbooks, and monitors reconditioned by Seneca

FEATURES	
<b>COMPREHENSIVE COVERAGE</b> Zero cost for parts or labor on covered failures	✓
<b>REPLACEMENT BENEFIT</b> A system may be eligible for full replacement	✓
<b>PIXEL REPAIR COVERAGE</b> The Extended Service Plan provides pixel repair based on the original warranty guidelines	✓
<b>POWER SURGE PROTECTION</b> Power surge protection is offered as part of your Extended Service Plan	✓
<b>50 STATE SERVICE</b> Product coverage for the 48 contiguous States, Alaska and Hawaii	✓
<b>TRANSFERABLE</b> Coverage can be transferred to an eligible party to whom you sell or give the equipment	✓

**1-866-243-1450**

**SERVICE PLAN SUPPORT**

Weekday Support

Monday - Friday 9:30AM - 6:00PM EST

**[support.senecadata.com/refurb](http://support.senecadata.com/refurb)**



The term of the Service Plan commences at the end of the original warranty. This Service Plan does not replace the original warranty. All other Service Plans commence upon expiration of the original warranty, the term and coverage commence upon expiration of the shortest portion of the original warranty.

Coverage begins at the same time as the term of the Service Plan, unless noted otherwise in the sections below. This Service Plan provides coverage for Your eligible product for mechanical and electrical failures that occur during normal use. This Service Contract does not have a deductible.

For the Service Plan to remain valid and active, You must maintain Your covered product in accordance with the requirements set forth by the manufacturer's specifications, including maintenance and cleaning. You must assure full cooperation with the Administrator and authorized service provider during any telephone diagnosis and repair of the covered product including accessibility of the covered product. If you request service for a non covered repair, You will be responsible for all costs associated with the repair.

The total payment(s) for all claims under this plan shall not exceed the retail purchase price You paid for the original covered product excluding taxes, shipping and installation.



## Seneca Extended Service Plan

### DEFINITIONS:

“You” and “Your” indicates the purchaser of this service contract or the person to whom it was properly transferred.

**TERM:** The term of the Service Plan commences at the end of the original warranty. This Service Plan does not replace the original warranty. All other Service Plans commence upon expiration of the original warranty, the term and coverage commence upon expiration of the shortest portion of the original warranty.

**COVERAGE:** Coverage begins at the same time as the term of the Service Plan, unless noted otherwise in the sections below. This Service Plan provides coverage for Your eligible product for mechanical and electrical failures that occur during normal use. This Service Contract does not have a deductible.

**Replacement Plan:** Your product must receive depot service before a replacement system is considered. This Service Plan provides for a replacement of Your covered product resulting from mechanical and/or electrical failures that occur during normal use. If Your product is beyond repair as determined by the Administrator, You will receive a remanufactured product of like kind and similar features, capacity and/or efficiency or the Administrator may elect to pay you a cash settlement. If you receive a replacement product your Service Plan does not expire or renew, Your expiration date remains unchanged. If Your product is found to not be defective, it will be returned to You.

**Depot Service:** If Your product qualifies for Depot Service, You are required to send the system to Seneca at Your cost. Seneca will pay the shipping charges back to You.

**Pixel Repair Coverage:** This Service Plan provides pixel repair based on the original warranty guidelines.

**Power Surge and Spike:** This service plan protects against operational failure of a covered Product if a failure occurs while connected to a surge protector accepted by the Underwriter’s Laboratory. Your surge protector may be collected by Seneca for examination.

### IF YOU NEED SERVICE:

Call 1-866-243-1450 or go online at [support.senecadata.com/refurb/](http://support.senecadata.com/refurb/) . The Administrator may perform a telephone diagnosis of the covered product failure. If Your covered product is deemed defective, at the Administrator’s sole determination, You will be instructed as to the procedures for obtaining service applicable to Your covered product. You may be asked to provide proof of purchase as a condition for receiving service under this Service Contract. **ALL CLAIMS MUST BE REPORTED PRIOR TO THE EXPIRATION DATE OF THE SERVICE PLAN.**

**YOU SHOULD KEEP YOUR ORIGINAL PURCHASE RECEIPT WITH YOUR SERVICE PLAN IN A SAFE PLACE IN THE EVENT YOU NEED IT FOR REFERENCE.**

**SERVICE PLAN LIMITS OF LIABILITY; AGGREGATE LIMIT:** The total payment(s) for all claims under this plan shall not exceed the retail purchase price You paid for the original covered product excluding taxes, shipping and installation.

**YOUR RESPONSIBILITIES UNDER THE SERVICE CONTRACT:** For the Service Plan to remain valid and active, You must maintain Your covered product in accordance with the requirements set forth by the



manufacturer's specifications, including maintenance and cleaning. You must assure full cooperation with the Administrator and authorized service provider during any telephone diagnosis and repair of the covered product including accessibility of the covered product. If you request service for a non covered repair, You will be responsible for all costs associated with the repair.

#### **WHAT IS NOT COVERED:**

**A. Consumable Items: Consumable items are defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not. Consumable items include, but are not limited to: Batteries**

**B. Any software, including but not limited to, application programs, network programs, upgrades, formatting of any kind, databases, files, drivers, source code, object code or proprietary data, or any support, configuration, installation or reinstallation of any software or data.**

**C. Damage resulting from unauthorized repair; improper installation, or setup; negligence, misuse or abuse.**

**D. Failures due to corrosion, rust, dust, animal or insect damage; Acts of God such as fire, water, windstorm, lighting strike, sand, dirt, hail or earthquake; civil disorders; riot; nuclear accident; malicious mischief; theft, loss or vandalism.**

**E. Your failure to follow the instructions described in the product's owner's manual, recommended maintenance procedures, requirements and misuse or abuse of the product.**

**F. Image burn-in; pixel defects which are not covered by the original warranty or are considered acceptable under the manufacturer's specifications.**

**G. Payments for subsequent service calls which result in no problem found diagnosis, customer education and non-failures as determined by the Administrator whereby a repair is not required to return Your product to normal operating condition in accordance with the manufacturers written specifications are not covered.**

**H. Any service request or situation which may pose a health risk to Seneca technicians or service providers, including but not limited to insect infestation, mold, or fungus; whether or not such circumstances were a result of a covered failure.**

**I. Loss or damage to stored data, loss or damage due to computer viruses, items left in Your product, such as but not limited to, computer media, personal items and batteries and computer hardware or software that is added after the original purchase date.**

**J. Seneca will not cover product failures due to an unexpected and unintentional external event (drop or liquid spills) that arises from Your normal daily usage of the product.**

**K. Any Product located outside the United States, Alaska, Hawaii and Canada.**

**L. Cosmetic damage such as, but not limited to scratches, dents and rust.**



IN NO EVENT SHALL THE ADMINISTRATOR, OR OBLIGOR OF THIS SERVICE CONTRACT OR THE RETAILER FROM WHOM YOU PURCHASED THE SERVICE CONTRACT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES WHICH INCLUDE, BUT ARE NOT LIMITED TO, ANY DELAY IN RENDERING SERVICE, LOSS OF DATA, OR LOSS OF USE DURING THE REPAIR PERIOD OF THE PRODUCT (S) OR WHILE OTHERWISE AWAITING PARTS.

**REPLACEMENT PARTS AND PRODUCTS:** At Seneca's option, replacement parts and products will be new, rebuilt or non-original parts or products that perform to the factory specifications of the original product. Advances in technology may result in a replacement product with a lower selling price than the original. The use of non-original parts is permitted under the Service Plan.

**AVAILABILITY OF SERVICE AND DELAYS:** Service will be provided by the authorized service provider during regular business hours, local time, Monday through Friday, except holidays. The Administrator will make a reasonable effort to provide timely service or repair of Your product, however Seneca cannot be held liable for service delays beyond the Administrator's control or any damages that may arise out of delays including but not limited to consequential damages.

**TRANSFER:** This Service Plan may be transferred to an eligible party to whom You sell or give the equipment while this Service Plan is in force.

**CANCELLATION AND REFUND:** You may cancel this Service Plan within the first 24 hours of purchase. **Seneca may cancel this Service Contract at our option on the basis of fraud or misrepresentation.**

### Main Points of Terms and Conditions

- Term - Your extended service plan commences upon expiration of the manufacturer's original warranty.
- Coverage - This Service Plan provides coverage for your eligible product for mechanical and electrical failures that occur during normal use.
- Your product must receive depot service before a replacement system is considered.
- If your product is beyond repair as determined by the Administrator, you will receive a remanufactured product of like kind and similar features.
- If you receive a replacement product your Service Plan does not expire or renew, Your expiration date remains unchanged.
- This Service Plan may be transferred to an eligible party to whom you sell or give the equipment while this Service Plan is in force.
- Replacement parts and products will be products that perform to the factory specifications of the original product.
- If your product qualifies for depot service, Seneca will pay the shipping charges back to You, You are required to send the system to Seneca at Your cost.



- Not covered - Consumable items (batteries), cosmetic damage, accidental damage (liquid spills, drops), customer data (files, software, and pictures), corrosion, rust, animal insects, and acts of God.
- Please contact Customer Care for questions and service 1-866-243-1450 or submit a support ticket at [support.senecadata.com/refurb/rma/rmactp/](http://support.senecadata.com/refurb/rma/rmactp/).