

## SHIELD PROTECTION PLANS ONE TIME REPLACEMENT OPTIONS

### HARD DRIVES

| FROM     | TO       | 1 YEAR  |
|----------|----------|---------|
| \$110.00 | \$149.00 | \$10.00 |
| \$150.00 | \$199.00 | \$11.99 |
| \$200.00 | \$249.00 | \$13.99 |
| \$250.00 | \$299.00 | \$15.99 |
| \$300.00 | \$349.00 | \$17.99 |
| \$350.00 | \$399.00 | \$19.99 |
| \$400.00 | \$449.00 | \$21.99 |
| \$450.00 | \$499.00 | \$23.99 |
| \$500.00 | and up   | \$25.99 |

### MEMORY

| FROM     | TO       | 1 YEAR |
|----------|----------|--------|
| \$48.99  | \$99.00  | \$4.00 |
| \$100.00 | \$199.00 | \$4.99 |
| \$200.00 | \$299.00 | \$5.49 |
| \$300.00 | \$399.00 | \$6.49 |
| \$400.00 | \$499.00 | \$6.99 |
| \$500.00 | and up   | \$7.49 |

### MOTHERBOARDS

| FROM       | TO       | 1 YEAR  |
|------------|----------|---------|
| \$69.99    | \$99.00  | \$21.49 |
| \$100.00   | \$199.00 | \$23.49 |
| \$200.00   | \$299.00 | \$24.99 |
| \$300.00   | \$399.00 | \$26.99 |
| \$400.00   | \$499.00 | \$28.49 |
| \$500.00   | \$599.00 | \$30.49 |
| \$600.00   | \$699.00 | \$31.99 |
| \$700.00   | \$799.00 | \$33.99 |
| \$800.00   | \$899.00 | \$35.49 |
| \$900.00   | \$999.00 | \$37.49 |
| \$1,000.00 | and up   | \$38.99 |

### VIDEO CARDS

| FROM       | TO       | 1 YEAR  |
|------------|----------|---------|
| \$70.00    | \$99.00  | \$32.49 |
| \$100.00   | \$199.00 | \$35.49 |
| \$200.00   | \$299.00 | \$37.99 |
| \$300.00   | \$399.00 | \$40.99 |
| \$400.00   | \$499.00 | \$43.49 |
| \$500.00   | \$599.00 | \$45.99 |
| \$600.00   | \$699.00 | \$48.99 |
| \$700.00   | \$799.00 | \$51.49 |
| \$800.00   | \$899.00 | \$59.99 |
| \$900.00   | \$999.00 | \$64.99 |
| \$1,000.00 | and up   | \$70.99 |

### ROUTERS AND SWITCHES

| FROM     | TO       | 1 YEAR  |
|----------|----------|---------|
| \$70.00  | \$99.00  | \$17.49 |
| \$100.00 | \$199.00 | \$21.49 |
| \$200.00 | \$299.00 | \$25.49 |
| \$300.00 | \$399.00 | \$29.99 |
| \$400.00 | \$499.00 | \$33.99 |
| \$500.00 | and up   | \$37.99 |



# TECH SQUAD SHIELD PROTECTION PLAN



**NO GEEKS.  
NO NERDS.  
ALL PROFESSIONALS.**



**WWW.TECHSQUAD.CA**

## TECH SQUAD SHIELD PROTECTION PLAN TERMS & CONDITIONS

### REPLACEMENT, REPAIR OF COMPUTER/LAPTOP AND ACCESSORIES

In this Shield Protection Plan (“Plan”), “we”, “us” and “our” refers to Tech Squad Inc. and “you” and “your” refers to the purchaser of the Plan. By purchasing this extended service plan, you understand this is a legal contract and you acknowledge that you have read, and you accept, these terms and conditions.

### WHAT THE PLAN COVERS

In order to maintain the product covered by this Plan in operating condition, we will, at our option:

- Provide or obtain labour and replacement parts or
  - Provide or obtain repair services or
  - Provide a replacement product or issue a gift card for the value of the product in operating condition at the time of your claim, provided the product has failed during the Plan’s term during normal usage.
  - **The limit of our liability under the Plan shall be the depreciated value of the product at the time of your claim, excluding the cost of the extended warranty plan.**
- Due to technological advances, if we choose to replace the product, the selling price of the replacement product may be lower than the selling price of the original product.

### PRODUCT ELIGIBILITY

This Plan only covers products purchased from Tech Squad Inc., for which you have paid the correct Plan purchase price.

### TERM OF THE PLAN

The term of this Plan begins when the product’s manufacturer’s warranty is fully expired. It continues for the specified number of years, except if a replacement product or gift card is provided under the Plan, in which case the Plan ends on the date the product or gift card is provided. If we decide to replace the product or provide a gift card you will have to return the product to the store before we can proceed with the replacement *(Cont)*

### TERM OF THE PLAN *(Cont)*

or gift card. Any parts replaced under the plan become the property of Tech Squad Inc. Unauthorized repairs may void this plan. Tech Squad Inc. may use refurbished parts to complete repairs.

### HOW TO OBTAIN SERVICE

If your product requires service during the Plan term, please call our service line: 403-276-8324. We will direct you to deliver the product to one of our retail stores. In some cases, you may need to ship the product to a designated service centre at your own expense. Any costs associated with unauthorized repairs will not be reimbursed.

### AVAILABILITY OF SERVICE

We will try to complete service for your product quickly, but we are not responsible for delays beyond our control. Only valid in Alberta.

### WHAT IS NOT COVERED

The Shield Protection Plan does not cover damage caused by:

- Accidental or intentional physical impact, misuse or abuse, spilled liquids
- Fire, exposure to weather, earthquake, Act of God or battery leakage
- **Failure to provide manufacturer’s recommended maintenance or to operate in accordance with manufacturer’s instructions, viruses and or malicious software.**
- Improper use or failure of any electrical source (including, without limitation, power surge)
- Damage to electronic files and software, including damage caused by repairs under this Plan (it is your responsibility to back up all data residing on any product prior to delivery of the product to us, under this Plan), consequential or incidental damages, including, without limitation, damages for loss of use
- Damages related to delays in providing service under this Plan *(Cont)*

### WHAT IS NOT COVERED *(Cont)*

- Damage of a cosmetic nature or the cost of lost or consumable parts
- Damage to any accessories or attachments not included with the basic product
- Damages resulting from modifications to any product component
- Damage to LCD screens on laptop or computers
- Loss or theft of product, software, data or accessories
- Cleaning and/or other maintenance services
- On-site service
- Batteries and all other consumables and restoration or recovery of CDs

### TRANSFER OF PLAN

The Plan is not transferable by you.

### CANCELLATION

We may cancel this Plan at our option on the basis of fraud or misrepresentation, or the unauthorized repair of the product. You may cancel this Plan for any reason within 30 days of purchase and receive a full refund on the Plan price, less the cost of any claims paid (if any). To receive your refund, you must return to the place of purchase with this document and all original receipts. After 15 days no refund will be applied.

### COMPLETE AGREEMENT

This document sets out the complete agreement between you and us with respect to the Plan. There are no other representations, warranties or agreements between you and us with respect to the Plan or the product.

Tech Squad Inc.

www.techsquad.ca  
403-276-TECH (8324)