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› ASURION 2 Year Personal Care Protection Plan Instruction Manual

ASURION DE-JS-0709-027

ASURION 2 Year Personal Care Protection Plan Instruction Manual

Model: DE-JS-0709-027

1. PRODUCT OVERVIEW

This document provides essential information regarding your ASURION 2 Year Personal Care Protection Plan. This plan is designed to offer extended coverage for eligible personal care products, ensuring support beyond the manufacturer's warranty.

The plan covers various incidents and malfunctions, providing repair, replacement, or reimbursement for your product.

2. COVERAGE DETAILS

2.1 What's Covered

The ASURION protection plan provides comprehensive coverage for your eligible personal care product:

- **Immediate Protection (from day one):**
 - Drops, spills, and cracked screens for portable products during normal use.
 - Power surge protection.
- **Coverage After Manufacturer's Warranty Ends:**
 - Mechanical/electrical malfunctions.
 - Failures due to normal wear and tear.

If you love it, we'll protect it.



We care for millions of devices and
more of your favorite products.

asurion

Figure 1: Coverage for drops, spills, and cracked screens on portable products begins on day one of the plan.

Coverage details made simple.



What's covered?

During and after the manufacturer's warranty:

- Drops, spills and cracked screens for portable products
- Power surges

After the manufacturer's warranty:

- Mechanical/electrical malfunctions
- Failures due to normal wear and tear



What's not covered?

- Loss, theft and intentional damage
- Scratches, dents and dings to products that still work as intended
- Malfunctions covered by the manufacturer's warranty

For full details and exclusions, see Terms and Conditions available in the Product Information section.

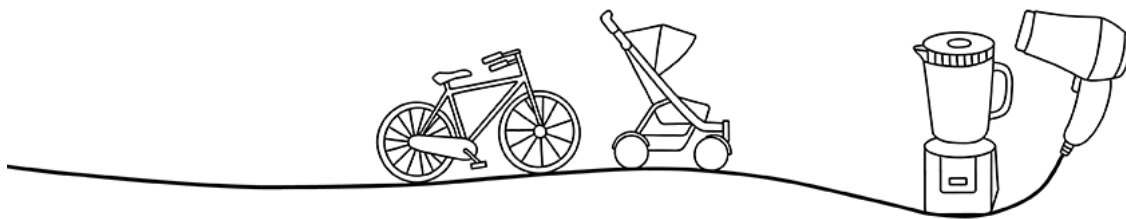


Figure 2: A summary of covered and non-covered incidents for the protection plan.

2.2 What's Not Covered

Certain situations and damages are not covered by this protection plan:

- Loss, theft, and intentional damage.
- Scratches, dents, and dings to products that still function as intended.
- Malfunctions covered by the manufacturer's warranty (during its active period).

For full coverage details and exclusions, refer to the Terms & Conditions document.

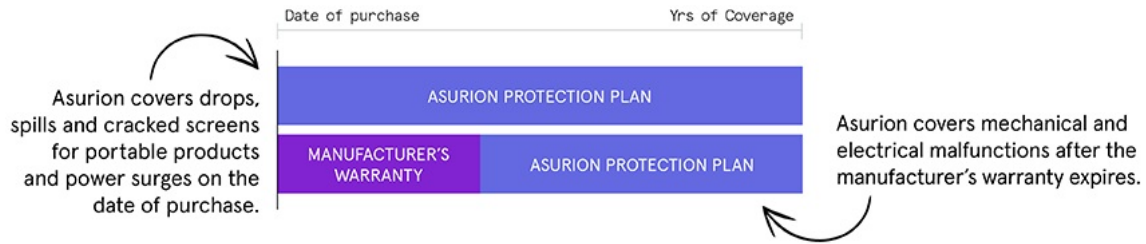
3. HOW THE PLAN WORKS

The protection plan integrates with your product's manufacturer warranty. Here's a general timeline of coverage:

- **During Manufacturer's Warranty:** For malfunctions covered by the manufacturer's warranty, Asurion will connect you to the manufacturer for service.
- **From Day One:** Power surges, and for portable devices, drops, spills, and cracks are covered from the date of purchase.
- **After Manufacturer's Warranty Expires:** Asurion covers mechanical and electrical malfunctions.

How it works.

For malfunctions covered by the manufacturer's warranty, Asurion will connect you to the manufacturer.



Filing a claim is super easy.



Full transparency.

No deductibles or hidden fees. Get answers to your questions fast on our [FAQ page at asurion.com/amazon/FAQ1](https://www.asurion.com/amazon/FAQ1).

Easy claims process.

File your claim 24/7 by phone, chat or online at [asurion.com/amazon](https://www.asurion.com/amazon). Please have your product and Asurion plan order information handy.

Happiness delivered.

If we can't repair it, we'll send you an Amazon e-gift card for the purchase price or replace it.

Figure 3: Visual representation of how the Asurion Protection Plan coverage overlaps and extends beyond the typical manufacturer's warranty.

4. FILING A CLAIM

The claim process is designed to be straightforward:

1. **Initiate Claim:** File a claim in minutes online at [Asurion.com/amazon](https://www.asurion.com/amazon). You can also contact them via phone or chat.
2. **Provide Information:** Have your product details and Asurion plan order number ready.
3. **Resolution:** Asurion will repair, replace, or reimburse you up to the purchase price (excluding tax). There are no fees for repairs, replacements, or reimbursements, and shipping is included.

There are no deductibles or hidden fees. For answers to common questions, visit the FAQ page at [asurion.com/amazon/FAQ1](https://www.asurion.com/amazon/FAQ1).

5. ELIGIBILITY

To be eligible for this protection plan:

- The plan must be purchased with your product or within 30 days of the product purchase.
- Pre-existing conditions are not covered.
- Products intended for business or commercial use are excluded from coverage.

6. IMPORTANT INFORMATION AND SUPPORT

6.1 Terms & Conditions

Your protection plan Terms & Conditions will be delivered via email within 24 hours of purchase. Please check your spam folder if you do not receive it. If you still cannot locate it, send an email to AmazonFeedback@asurion.com with your Asurion plan order number, and they will resend it. More information is also available within the "Product guides and documents" section on Amazon.

6.2 Customer Support

For any questions or assistance, please visit Asurion.com/amazon or refer to the contact information provided in your Terms & Conditions document.

7. SPECIFICATIONS

Attribute	Detail
Brand	ASURION
Model Number	DE-JS-0709-027
ASIN	B07P5GFGFN
Date First Available	February 25, 2019