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> ASURION 4 Year Laptop Protection Plan Instruction Manual (\$2000 - \$2999.99)

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ASURION 4 Year Laptop Protection Plan Instruction Manual

For Laptops Valued \$2000 - \$2999.99

1. INTRODUCTION TO YOUR PROTECTION PLAN

This document provides essential information regarding your ASURION 4 Year Laptop Protection Plan for devices valued between \$2000 and \$2999.99. It outlines the scope of coverage, eligibility requirements, the claims process, and available support services to ensure your understanding and optimal use of the plan.

2. PLAN ELIGIBILITY AND ACTIVATION

To be eligible for this protection plan, it must be purchased concurrently with a new laptop or within 30 days of the laptop's purchase. Pre-existing conditions on the covered product are not included in the plan's coverage.

Upon purchase, your plan confirmation and the full Terms & Conditions will be sent to the email address associated with your Amazon account within 24 hours. Please check your spam folder if you do not receive it. For assistance, contact AmazonFeedback@asurion.com with your Asurion plan order number.

3. COVERAGE DETAILS

The ASURION Protection Plan offers comprehensive coverage for your laptop. Below is a summary of what is covered and what is not.

Coverage details made simple

What's covered?

During and after the manufacturer's warranty:

- ✓ Drops, spills and cracks for portable devices
- ✓ Power surge failures
- ✓ Mechanical & electrical malfunctions
- ✓ Failures due to normal wear and tear



What's not covered?

- ✗ Loss, theft or intentional damage
- ✗ Scratches, dents and dings in working devices
- ✗ Periodic replacement parts – printer ink, light bulbs, etc.



For full details and exclusions, see Terms and Conditions available in the product information section.

This image provides a visual overview of the plan's coverage, distinguishing between covered and non-covered incidents.

3.1. What is Covered

- **Accidental Damage:** Drops, spills, and cracked screens due to normal use are covered from the date of purchase.
- **Malfunctions:** Mechanical and electrical malfunctions are covered after the manufacturer's warranty expires.
- **Wear and Tear:** Failures due to normal wear and tear are covered after the manufacturer's warranty expires.
- **Power Surges:** Damage caused by power surges is covered.
- **Battery Failure:** Coverage for battery failure is included.

3.2. What is Not Covered

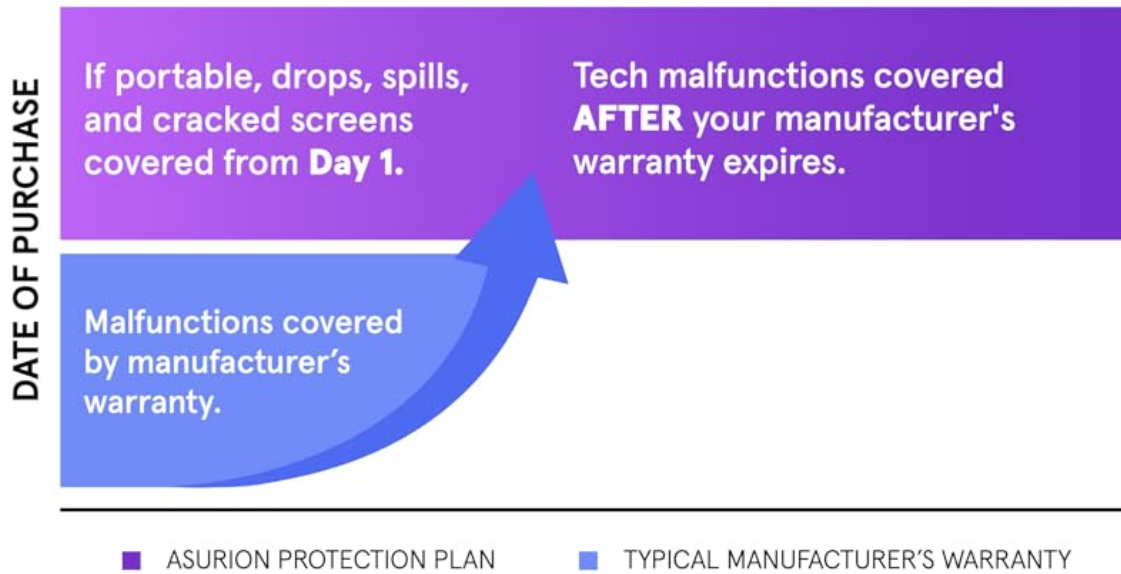
- **Loss or Theft:** The plan does not cover lost or stolen items.
- **Intentional Damage:** Damage resulting from intentional acts is not covered.
- **Cosmetic Damage:** Scratches, dents, and dings that do not affect the product's functionality are not covered.
- **Manufacturer's Warranty:** Malfunctions covered by the manufacturer's warranty are not covered by Asurion until the manufacturer's warranty period ends.
- **Periodic Replacement Parts:** Items such as printer ink or light bulbs are not covered.

For complete coverage details and exclusions, refer to the full Terms & Conditions provided with your plan confirmation.

4. HOW THE PROTECTION PLAN WORKS

The ASURION Protection Plan complements your manufacturer's warranty, extending and enhancing your coverage.

How it works



This diagram illustrates how the Asurion Protection Plan coverage integrates with and extends beyond the typical manufacturer's warranty period.

4.1. Coverage Timeline

- **From Day One:** Accidental damage such as drops, spills, and cracked screens are covered immediately upon plan purchase.
- **After Manufacturer's Warranty:** Once your laptop's manufacturer warranty expires (typically after 1 year), the Asurion plan covers mechanical and electrical malfunctions, as well as failures due to normal wear and tear, for the remainder of the 4-year term.

During the manufacturer's warranty period, for malfunctions typically covered by the manufacturer, Asurion will assist in connecting you with the manufacturer for service.

5. FILING A CLAIM

The claims process is designed to be straightforward and efficient. Most claims are approved within minutes.

Filing a claim is super easy.

In minutes you can file your claim at asurion.com/amazon

Full transparency.

No gotchas. Get answers to your questions fast on our **FAQ page** located on our **brand store**.

Care when you need it.

File your claim anytime by phone, chat or online at asurion.com/amazon.

Happiness delivered.

If we can't repair it, we'll send you an e-gift card or replace it.



This image outlines the simple steps for filing a claim and the potential resolutions.

5.1. Steps to File a Claim

1. **Initiate Claim:** File a claim anytime online at asurion.com/amazon or by phone.
2. **Claim Approval:** Most claims receive approval within minutes.
3. **Resolution:** If your product cannot be repaired, Asurion will send you an Amazon e-gift card for the purchase price of your covered product or provide a replacement.

For full transparency and answers to common questions, visit the FAQ page on the [ASURION brand store](https://asurion.com/amazon) on Amazon.

6. TECHNICAL SUPPORT

Access real experts 24/7 for assistance with setup, connectivity issues, troubleshooting, and other technical inquiries related to your laptop.



Expert support for the technology you depend on.

This image illustrates the range of technical questions that Asurion's expert support can address.

6.1. Support Services Include:

- Assistance with product setup.
- Troubleshooting connectivity problems.
- General troubleshooting for device issues.
- Guidance on software compatibility.

Contact information for technical support is available through the claims portal at asurion.com/amazon or via phone as detailed in your plan documents.

7. IMPORTANT INFORMATION AND LEGAL DISCLAIMER

Your protection plan Terms & Conditions are the definitive document for your coverage. It is crucial to review them thoroughly.

- **Terms & Conditions:** These will be emailed to you within 24 hours of purchase and are also accessible in your Amazon Orders section.
- **Contact for Missing Documents:** If you do not receive your plan confirmation, email AmazonFeedback@asurion.com with your Asurion plan order number for resending.

This instruction manual provides a summary; the full Terms & Conditions govern the protection plan.