

ASURION B07RZ3LSHM

ASURION Complete Protect Plan User Manual

Comprehensive Protection for Your Amazon Purchases

1. INTRODUCTION TO ASURION COMPLETE PROTECT

The ASURION Complete Protect plan is designed to provide comprehensive protection for a wide range of eligible products purchased on Amazon. This plan simplifies the process of safeguarding your electronics and other items against common issues, offering peace of mind with a single, convenient monthly subscription.



Image: The ASURION Complete Protect Plan logo, surrounded by various electronic devices and appliances, symbolizing broad coverage.

2. PLAN COVERAGE DETAILS

Understanding what your ASURION Complete Protect plan covers and what it does not is crucial for maximizing its benefits.

2.1. What's Covered

- **Extensive Coverage:** Protection for all eligible products purchased from Amazon. (Note: Products used commercially or for a business are excluded).
- **Exceptional Protection:** Including malfunctions and failures, plus drops or spills for eligible portable items.
- **Failures Due to Normal Wear and Tear:** Covers issues arising from regular use.
- **Defects and Mechanical & Electrical Malfunctions:** Addresses internal component failures.
- **Power Surge Failures:** Protection against damage caused by electrical surges on electronics.

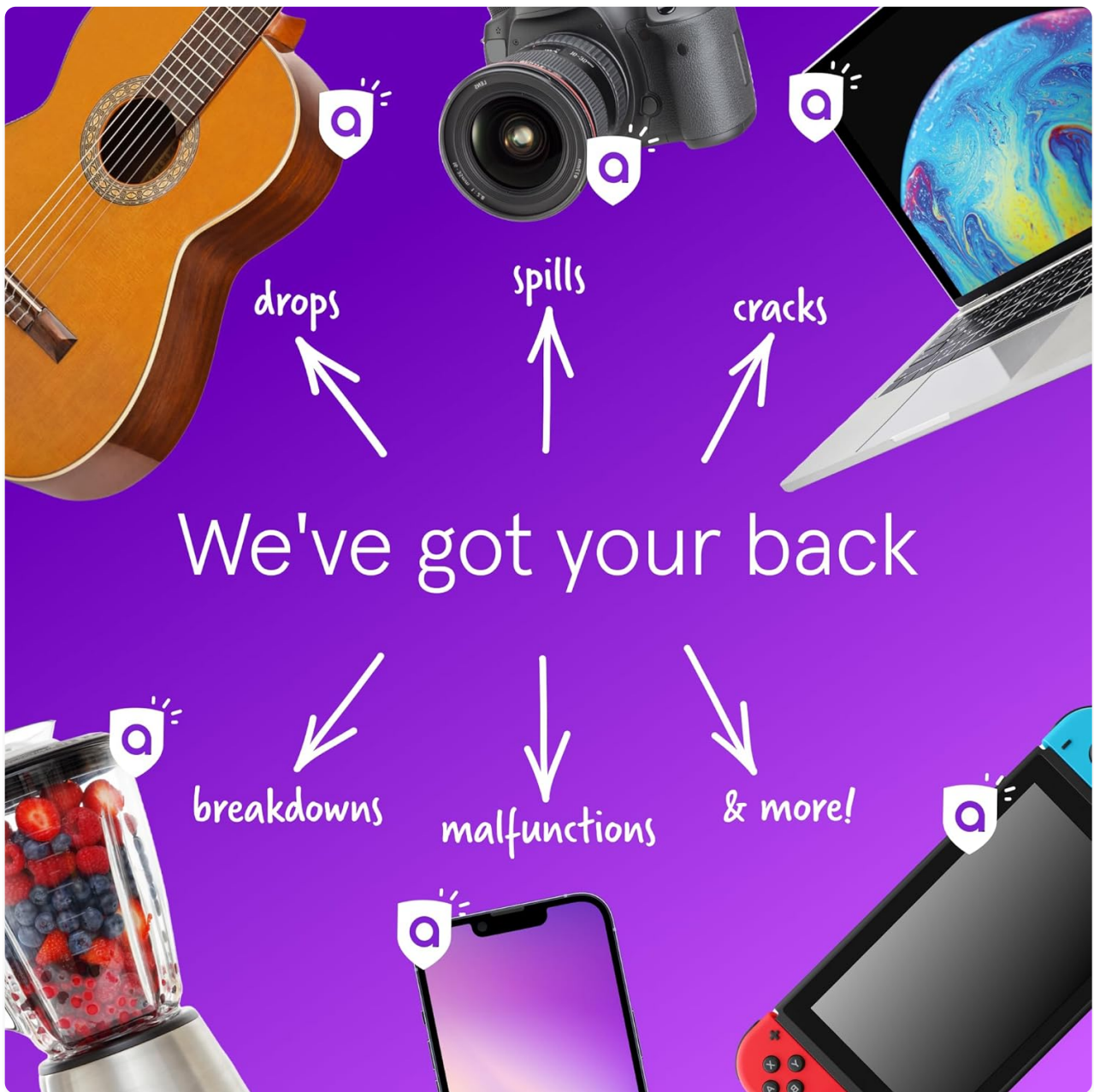


Image: A visual representation highlighting various types of damage covered by the plan, such as drops, spills, cracks, breakdowns, and malfunctions.



Covered

- ✓ Drops, spills and cracked screens on portable products
- ✓ Failures due to normal wear and tear
- ✓ Defects and mechanical & electrical malfunctions
- ✓ Power surge failures on electronics

Image: A laptop with spilled coffee, demonstrating coverage for accidental liquid damage.

2.2. What's Not Covered

- **Loss, Theft, or Intentional Damage:** The plan does not cover items that are lost, stolen, or intentionally damaged.
- **Scratches in Working Products:** Cosmetic damage like scratches on functional items are not covered (excluding jewelry and watches).
- **Periodic Replacement Parts:** Consumable items such as printer ink, light bulbs, or batteries are not included.
- **Commercial or Business Use:** Products used for commercial purposes or in a business setting are excluded from coverage.



Not covered

- ✗ Loss, theft or intentional damage
- ✗ Scratches in working products (excluding jewelry and watches)
- ✗ Periodic replacement parts: printer ink, light bulbs, etc.

Image: A hammer striking a smartphone, visually representing types of damage that are not covered by the plan, such as intentional damage.

3. ELIGIBILITY AND ENROLLMENT

The ASURION Complete Protect plan offers flexible coverage for your Amazon purchases.

3.1. Eligible Purchases

You are protected on eligible items purchased within the last year and new purchases going forward, including this purchase — starting 30 days after enrollment.



What purchases are **protected?**

Eligible products bought on Amazon:

→ Today

→ Tomorrow

→ One year ago

All of this covered under one plan
for **\$16.99/month**

Image: A graphic illustrating that the plan covers purchases made today, tomorrow, and up to one year ago.

3.2. Enrollment

Enrollment in the ASURION Complete Protect plan typically occurs at the time of purchase or shortly thereafter on Amazon. Once enrolled, your coverage begins as specified in your plan details, usually 30 days after enrollment for past and future purchases.

4. FILING A CLAIM

Filing a claim with ASURION is designed to be a quick and straightforward process.

4.1. Claim Process

1. **Initiate Claim:** Visit Asurion.com/amazon to begin your claim.
2. **Provide Details:** Follow the prompts to provide information about your product and the issue you are experiencing.
3. **Assessment:** ASURION will assess your claim. This may involve requesting additional information or images.

4. **Resolution:** Upon approval, ASURION will repair, replace, or reimburse you up to the purchase price (excluding tax).

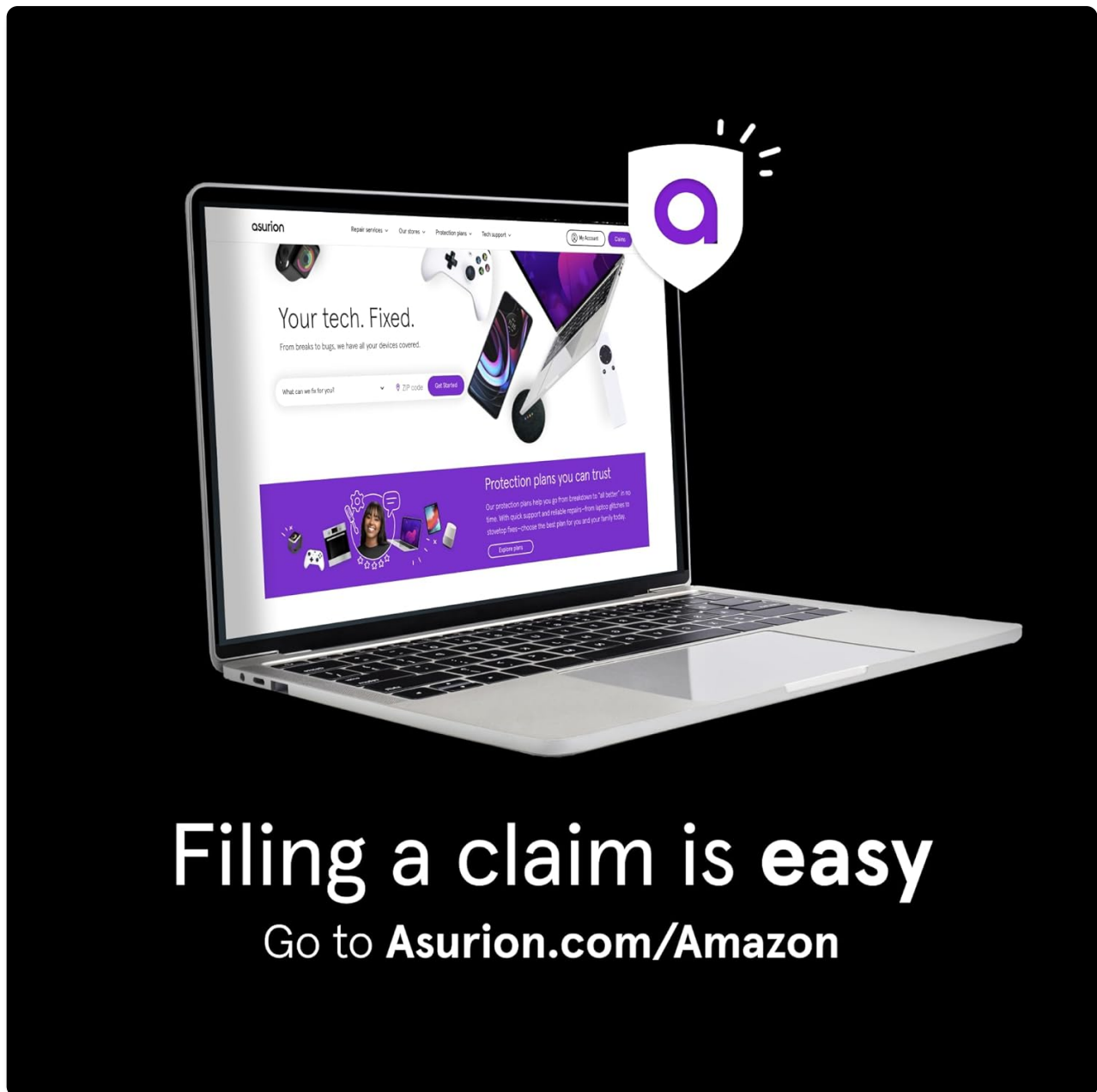


Image: A laptop displaying the Asurion website, emphasizing the ease of filing a claim online.

5. SUPPORT AND SERVICE

ASURION provides expert support to ensure your technology is always working as it should.

5.1. Expert Assistance

Access expert support for the technology you depend on. ASURION's network of technicians and repair services are available to assist with your covered items.



Expert support for the technology you depend on

Image: An illustration depicting various aspects of Asurion's expert support, including a friendly technician, a repair shop, and a service van, indicating comprehensive service options.

6. GENERAL PLAN INFORMATION

6.1. Monthly Renewal and Cancellation

Your plan renews monthly until canceled. You can cancel anytime. Coupons applied at checkout do not renew monthly.

6.2. Claim Limits

You are covered for up to \$5,000 in total claims per 12-month period. There are no hidden fees beyond the monthly subscription.

7. TROUBLESHOOTING COMMON ISSUES (CLAIM RELATED)

While ASURION aims for a smooth claim process, some common issues may arise. Here's how to address them:

7.1. Claim Denied Due to 'Business Use'

If your claim is denied because the purchase is mistakenly identified as for business use, follow these steps:

1. **Verify Purchase Account:** Confirm that the item was purchased using your personal Amazon account, not a

business account.

- 2. **Contact Amazon Customer Service:** Reach out to Amazon customer service to obtain confirmation that your purchase was for personal use. They can often send a message to ASURION on your behalf.
- 3. **Contact ASURION Support:** Call ASURION directly with your Amazon order number and explain the situation. Provide any documentation from Amazon confirming personal use. Be persistent and clearly state that the item is for personal, not commercial, use.
- 4. **Escalate if Necessary:** If the issue persists, request to speak with a supervisor or escalate the matter within ASURION's customer service department.

7.2. Difficulty Locating Your Plan







If ASURION cannot find your plan using the Amazon order number, note that ASURION's internal order numbers may differ. Provide them with the exact Amazon order number and the date of purchase. They should be able to cross-reference it in their system.

8. SPECIFICATIONS

The ASURION Complete Protect plan is a service-based product with specific parameters:

Feature	Detail
Coverage Type	Accidental Damage (drops, spills, cracks for portable items), Mechanical/Electrical Malfunctions, Power Surges, Normal Wear and Tear
Eligible Purchases	All eligible products purchased on Amazon within the last year and future purchases
Coverage Start	30 days after enrollment
Monthly Fee	Varies (e.g., \$16.99/month as per product details), plus applicable taxes
Total Claim Limit	Up to \$5,000 per 12-month period
Claim Resolution	Repair, Replacement, or Reimbursement (up to purchase price, excluding tax)
Cancellation	Cancel anytime; plan renews monthly until canceled

ASURION Complete Protect Plan - Your peace of mind for Amazon purchases.

	<p>Asurion Service Plan Terms and Conditions</p> <p>Comprehensive terms and conditions for Asurion service plans, detailing coverage, exclusions, cancellation policies, arbitration agreements, and buyback program specifics. Includes information on what is covered, what is not covered, how to obtain service, and dispute resolution.</p>
	<p>Device Care Complete Program for Québec: Summary of Coverage</p> <p>This document outlines the terms and conditions of the Device Care Complete insurance program for devices in Québec, underwritten by Liberty Mutual Insurance Company and administered by Asurion. It covers lost, stolen, and accidentally damaged devices, as well as post-warranty defects, with details on premiums, deductibles, coverage limits, and claim procedures.</p>
	<p>Verizon Business Complete: Mobile Protection & Tech Support for Businesses</p> <p>Verizon Business Complete offers a comprehensive mobile solution for businesses, integrating smartphones as a service with unlimited talk, text, and data. This service is complemented by 24/7 technical support and robust protection plans covering loss, theft, and damage.</p>
	<p>AT&T Protect Advantage: Comprehensive Device Protection Plans</p> <p>Explore AT&T Protect Advantage plans offering protection for your mobile devices against accidental damage, loss, theft, and malfunctions. Includes screen repairs, battery replacements, ProTech support, and unlimited photo storage.</p>
	<p>Frontier Protection Pak: Terms and Conditions for Computer and Telephone Service Plans</p> <p>Detailed terms and conditions for Frontier's Protection Pak service plans, covering accidental damage, breakdowns, and repair or replacement of computers and telephones. Outlines coverage, exclusions, service fees, claim limits, cancellation policies, and state-specific provisions.</p>
	<p>Términos y Condiciones del Plan de Protección de PC de Frontier</p> <p>Documento detallado de los términos y condiciones para el plan de protección de PC de Frontier, cubriendo cobertura, definiciones, cargos, limitaciones y exclusiones.</p>