



Breakdowns, accidents, and malfunctions? We'll take care of that.

Have questions or need to file a claim?

- asurion.com/verizonhomedeviceprotect
- 1.844.769.1991
- Chat via the Tech Coach app



Asurion may send you program communications, including legal notices and terms and conditions, electronically using the last email address on file with Verizon, the mobile number identified in the Verizon system as the account owner and/or any other email address or mobile number you provide to Asurion, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

Please note that you must be a Verizon customer to be eligible for Verizon Home Device Protect. Cancellation of your Verizon mobile or home service will result in termination of Verizon Home Device Protect.

Verizon Home Device Protect

Protection, support, and more for
virtually all of your home tech.



\$25/mo.
plus taxes



Coverage for
eligible home tech



Complete
Tech Care



Coverage for a
second residence



**\$0 Verizon 5G
Home Internet
professional setup**



**\$49 home tech
installation**



And more!

Sign up today to protect and support your eligible home tech:

- ✓ no matter when or where you bought it
- ✓ regardless of how old it is
- ✓ even without a receipt

Limitations and exclusions apply. Please see inside for details.



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asurion

From the big stuff to the little things, we'll take care of your home tech troubles.

Sign up and get:

- Coverage for eligible home tech from TVs, tablets and smart home products to select home healthcare tech and robotic vacuums
- Benefits for a second residence of your choice¹
- 24/7 tech support from a connected home expert
- Two in-home expert visits every 12 months²
- Complete Tech Care, which includes tune-ups, cleaning, and recycling for laptops, tablets and gaming consoles
- Home tech installations for only \$49 per product³

Verizon Home Internet subscribers get:

- \$0 Verizon 5G Home Internet professional setup⁴
- \$0 home tech installations (reduced from \$49)³

To review Terms and Conditions and learn more, scan this code with your smartphone or visit asur.me/vhdp.

We will also provide you the Terms and Conditions after enrollment.



¹ Your primary address for Verizon Home Device Protect coverage is your Verizon account address. You may change your second covered address up to three (3) times per 12 months. In order to cover a second address, you must add it through your Asurion dashboard at my.asurion.com/dashboard or at the time of filing a claim. Your second covered address must be used primarily for residential and not business purposes. Terms and conditions apply to both covered addresses, and claims at both covered addresses will count towards the plan aggregate claim limit.

² In-home support visit services include troubleshooting assistance, network assessments, and setting up select products including streaming players, wireless printers and eligible wireless routers. Excludes Verizon-branded or provided routers and audio/video streaming devices supported by Verizon. In-home support visits do not include physical installations, mounting, or steps that require tools. Please review Terms of Service for a full list of in-home support visit services.

³ Home tech installations are available in select locations for select products, which are subject to change at any time. Products must be new or fully functioning at the time of installation, and Wi-Fi access must be available for certain products to be installed. Availability of installation services is contingent on certain criteria, including product type, customer location and appointment/technician availability.

⁴ \$99 professional setup fee for Verizon 5G Home Internet waived in locations where professional setup is available (if presented at time of service order). After 90 days of enrollment in Verizon Home Device Protect and maintaining Verizon 5G Home Internet service, the setup fee will be waived and a bill credit will be added to the customer's Verizon account. Waiver of the setup fee may also be offered to other Verizon customers periodically on a promotional basis.

Important things to know about Verizon Home Device Protect

Fast repair or replacement for an unlimited number of eligible home tech products, plus premium tech support.

Includes coverage for mechanical or electrical failures caused by defects in materials and/or workmanship, normal wear and tear, and power surge for eligible products.

Plus, for certain portable electronics, unintentional and accidental damage from handling, including drops, cracks and spills, is also included.

Limitations and exclusions apply. Please take the time to review the plan Terms and Conditions for full program details, which includes important details about plan coverage.

Verizon Home Device Protect is \$25 per month (plus applicable taxes).

- **Verizon Home Device Protect continues to renew each month until canceled.**
- You may cancel at any time and get a prorated refund of your monthly fee.
- A \$49 or \$99 service fee may apply when you file a claim.
- You can file an unlimited number of claims in a 12-month period, up to the maximum annual claim limit amount of \$5,000 and \$3,000 per individual claim. Claims must be reported within 180 days of breakdown.
- There is a 30-day waiting period to file a claim, which begins on the date of your enrollment. You can access technical support, in-home visits and installations on the date of your enrollment.
- If we determine that we cannot service your product, we may replace it with a replacement product, or we may, at our discretion, issue you a gift card or check based on the replacement value, age and condition of the product, as determined by us, immediately prior to the breakdown.
- If you cancel after the first 30 days, your coverage will continue for an additional 30 days after cancellation, and you will have 60 days after the cancellation date to file a claim.
- Your Terms and Conditions contain a binding individual arbitration provision (except as otherwise provided by state law).