

# SmartPlan



## C O R P O R A T E B E N E F I T S

**M**icroAge offers you **SmartPlan**, the service and protection you need in the event of a hardware failure. The protection offered under **SmartPlan** is among the most dependable and comprehensive available, offering coverage above and beyond that of the manufacturer. **SmartPlan** provides protection for up to 5 years for notebooks, desktops and peripherals. Whether you lease or buy, MicroAge has a plan to meet your specific business needs.

### SmartPlan Benefits:

#### Ease and Convenience

- Hassle-free support in the event of product failure
- 3 easy and convenient ways to obtain service in Canada.
- OnSite service for desktop computers
- Courier service for notebook computers
- Depot service – bring it in-store directly

#### Digital Lifeline™ Assistance

- Live telephone support - 24 hours, 7 days a week, 365 days a year
- Digital Lifeline™ Assistance helps solve any problems quickly with a self-serve web database, e-chat, and, with your permission, 'live' remote access to your PC by one of our highly qualified professionals for support online, quickly and efficiently
- Digital Lifeline™ Assistance is included as part of your SmartPlan at no charge to you on any desktop or notebook (not applicable on Apple products)

#### Budget Protection

- Protect against costly repair expenses for up to 5 years
- Protect against future inflation of costs associated with labour and parts replacements

#### Enhanced Resale Value and Transferability

- SmartPlan is transferable to any person at no extra charge
- Increase your future resale value with SmartPlan coverage

#### MicroAge Service

- Service is provided by MicroAge's A+ Certified Professionals
- MicroAge is authorized to repair most brands
- MicroAge professionals work hard and efficiently to ensure minimum downtime should your product fail

#### Worldwide Coverage

- Service of your product is available anywhere around the world
- **In Canada:** service is provided by one of our conveniently located MicroAge or authorized service centres
- **Outside Canada:** SmartPlan will reimburse you for authorized hardware repairs done at a service facility near your vicinity (see terms and conditions for exact details)

#### Power Surge Protection

- Reimbursed for the cost of repair or replacement for covered losses, up to the maximum of your SmartPlan coverage
- No deductible

#### No Lemon Guarantee

- **Computers:** If the product requires a repair more than three times for the same failure we will replace the item for you at no charge
- **Peripherals:** If the product requires a repair more than two times for the same failure we will replace the item for you at no charge

#### Peace of Mind

- Enhance your manufacturer's limited warranty period for up to 5 years
- Choose from a number of coverage options to meet your needs
- SmartPlan is fully insured by AIG, the only A+++ rated insurer in the industry

- *Investment Protection for your IT products*
- *Protects financial budget from unexpected cost*
- *Multiple year on-site coverage options*
- *Comprehensive part & labour coverage*
- *Fully Insured providing peace of mind*
- *Coverage for existing IT equipment*
- *Toll Free 24hour hardware technical support 7 days a week, 365 days a year*
- *Remote Digital Lifeline assistance*
- *Power Surge protection*
- *No Hidden charges or Deductibles*
- *Transferable and Renewable*
- *Coast-to-Coast Service Coverage In Canada*
- *Worldwide Service Coverage Outside Of Canada*
- *"No Lemon" Guarantee*