

GATEWAY®

ACCIDENTAL DAMAGE SERVICE PLAN

Coverage for the Unexpected



Gateway.



Protect your mobile productivity tools — in the field, in the classroom and in the office.



Safeguard your vulnerable communication technology displayed in public areas.



Protect your investment in dense work space areas.



PREVENT UNANTICIPATED TECHNOLOGY EXPENSES

Insulate your organization from the high cost of repairing damaged notebooks, desktops and LCD Flat Panel displays. Whether the cause is a power surge, unintentional liquid spill or unfortunate drop, the Gateway Accidental Damage Service Plan can protect your technology investment.

The Gateway Accidental Damage Service Plan covers repair and replacement for various accidental damage not covered under limited warranty.

AVOID UNEXPECTED REPAIR COSTS and Replacement Expenses, and Keep Your Technology Budget On Track

PROTECT YOUR INVESTMENT for About 10% of the Total System Cost

REDUCE DOWNTIME by Bringing Damaged Products Up To Speed Quickly

ENJOY MORE FLEXIBILITY with Up To 5-Year Service Options on Selected Products

GatewaySM Technology Lifecycle Services provide the resources, expertise and tools you need to simplify your technology management and maximize productivity.

COVERAGE UNDER GATEWAY ACCIDENTAL DAMAGE SERVICE PLAN

Gateway will repair or replace your Gateway product that has been accidentally damaged. This includes damages caused by unintentional impacts, dropping, falls, spilled liquids, immersion in liquids, power surges (when protected by an operational surge suppressor) and other such accidental causes.¹

REPAIR AND REPLACEMENT PROCESS

If your Gateway product is accidentally damaged, please contact Gateway Technical Support and report the accident and system damage. Our rapid response and resolution team is available 24 hours a day, 7 days a week, and can help reduce downtime and keep your technology running smoothly.

You will be asked to describe the accident and the associated damage to the technician so that the best route to getting your system up and running again can be determined. Depending on the incident, Gateway may ship a replacement part and instructions, request that you ship the system to a repair facility or ship the product for return in instances that the entire unit is being replaced.

Gateway recommends that you back up all files stored on your system before shipping. You must obtain service from Gateway under this plan as you will not be reimbursed for service performed by others.

If Gateway is unable to repair or replace parts for your Gateway product for any reason, Gateway may, at its option during the protection period, replace your product with a new or previously purchased Gateway product, comparable in function and performance.

Not covered under Gateway Accidental Damage Service Plan:

- Product failures caused by natural disasters
- Loss or damage caused by fire, theft, disappearance, misplacement or computer viruses
- Product damage caused by reckless, abusive, willful or intentional conduct
- Normal wear or cosmetic change and other damages that does not affect functionality

ADDITIONAL INVESTMENT PROTECTION SERVICES

Extended Service Plans¹

Protect your technology for up to five years and lengthen the usable life of your PCs, servers, storage products, and LCD flat-panel displays with our optional Extended Service Plans.

Battery Replacement Service Plan¹

Protect your investment and simplify battery replacement with up to three years of coverage from the original notebook purchase date. If a primary battery fails, you will receive a one-time replacement on batteries at no additional charge.

Keep Your Hard Drive Service Plan¹

Cost-effectively retain your hard drive in the event that a new drive is installed under warranty. Choose how your data is destroyed or recovered, giving you complete control over confidential information.

Education Sales 800-211-4952 | Federal Sales 800-216-2940

State & Local Sales 800-211-4952 | Business Sales 800-779-2000 | www.gateway.com/business