



SHI Complete Care + Case



SHI Complete Care + Case is a cost-effective alternative to OEM warranties, support and accidental damage protection. This program is vendor-neutral and does not charge deductibles or cap the number of accidental incidents a customer can claim.

What's included?

- Unlimited Accidental Damage Protection
- Unlimited Incidents/Claims (no caps)
- Slim Protective Case
- \$0 Deductible
- Eligible devices: Chromebooks, Tablets, Apple iPads, Microsoft Surface, Smartphones, and Apple MacBooks

What's covered?

- Accidental damages associated to protective case and screen (unlimited)
- Accidental damages associated to the following device components (unlimited):
 - Casing
 - Buttons
 - Connectivity ports
 - Cameras
 - Speakers
 - Mics
 - Keyboards
- Pixel damage caused by cracked or damaged screens (unlimited)
- Lifetime warranty on parts and labor for repairs during term of agreement

Protection Benefits

- No service fees or deductibles
- Unlimited repairs during the term of the agreement
- If device cannot be repaired, case & device will be replaced with similar make/model
- Free two-way shipping, or localized pickup within 50 miles of Service Center location
- A+ certified technicians to perform repairs
- Coverage available for new, refurbished or used devices in working order
- Optional OEM Extended Warranty and White Glove Services available

What's not covered?

- Water submersion
- Loss/theft
- Power surge protection
- Acts of nature
- Intentional misuse & abuse



For more information, please reach out to your Account Executive or WarrantyServices@SHI.com.