

## Centropix Complete Kloud™ System Extended Warranty (CEW)



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### Centropix Complete Kloud™ System Extended Warranty (CEW) An extension of the Original Manufacturer Warranty (OMW)

We've created a Complete Kloud™ System Extended Warranty plan that's easy to understand and use. We're here for you when your product is not – it's a promise.

- The CEW is an EXTENDED WARRANTY and does not replace the original 3-year OMW. See Section 8.1, Product Guarantee, Warranty, and Rescission of the Centropix Policies and Procedures document.
- The CEW protection is effective after the original OMW has expired.
- With the CEW, there are no additional costs; you pay nothing for repairs – parts, labor, product replacement and shipping.
- The CEW plan starts on the date of the Kloud™ purchase from the Centropix website and shopping cart.
- The CEW is available for purchase ONLY during the Point of Sale and cannot be added later on after the sale has been concluded at the check-out process!
- The CEW plan must be purchased along with the Complete Kloud™ System product; it cannot be added individually added later.
- The Centropix Complete Kloud™ System Extended Warranty (CEW) is NOT AVAILABLE for the Kloud™ Maxi and the Kloud™ MINI when purchased separately.

### COVERAGE

#### What's covered by the CEW upon the expiry of the OMW?

- Drops, spills and cracks due to normal use.
- Malfunction due to power surges.
- Mechanical and electrical malfunctions.
- Functional failures due to normal wear and tear.

Product malfunctions are covered after the OMW has expired.

## What's not covered?

- Loss, theft and intentional or negligent damage.
- Scratches, dents, and dings to products that still work as intended.
- Faulty Software & Firmware updates due to Owner's mistake & negligence.
- All malfunctions covered by the OMW. For malfunctions covered by the OMW, CENTROPIX will determine to either repair or replace your product.

### **PRODUCT ELIGIBILITY:**

- The CEW plan covers all new Complete Kloud™ Systems purchased from Centropix.
- The CEW does not cover products resold by Centropix Affiliates and/or Customers to a third party.
- ***The CEW is NOT transferrable when selling the original Complete Kloud™ System as used to a third party. In such case, the CEW will be null and void!***

### **THE CLAIMS PROCESS:**

Claims may be filed by calling or sending an email to CENTROPIX Customer Service.

1. File a claim by calling or emailing Centropix Customer Service Dept. +1 (941) 253-3900 or [warranty@centropix.us](mailto:warranty@centropix.us)
2. Start a CEW Return Merchandise Authorization (RMA) process. Please refer to Section 8.4 - Procedures for All Returns of the Centropix Policy and Procedures Manual.
3. Do not send your product without the RMA number provided by Centropix.
4. Once your product has been received by Centropix and inspected, we will either repair it or replace it at no cost to you.

### **Protection Plan coverage timeline:**

- OMW: 3 Years of Coverage
- CEW: 2 Years starting after the OMW expiration date.

Thank you for your Complete Kloud™ System purchase. With proper care, we trust that you will enjoy its benefits for many years to come! Congratulations!

Best,

Centropix-USA Team.