

Centropix Kloud Extended Warranty (CEW)



Centropix Kloud Extended Warranty (CEW) An extension of the Original Manufacturer Warranty (OMW)

We've created a Kloud 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 plan must be purchased along with the Kloud product; it cannot be added individually added later.

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.

- All malfunctions covered by the OMW. For malfunctions covered by the OMW, CENTROPIX will either repair or replace your product.

PRODUCT ELIGIBILITY:

- The CEW plan covers all new Klouds 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 a used Kloud to a third party.***

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
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 Kloud purchase. We trust that you will enjoy its benefits!
