**Contoso Electronics - Protection Plan Details**

**1. Overview of Contoso Protection Plan**

At Contoso Electronics, we understand the importance of keeping your devices safe and secure. Our **Contoso Protection Plan** offers comprehensive coverage for accidental damage, extended warranties, and technical support to give you peace of mind with your technology purchases.

**Why Choose Contoso Protection Plan?**

* Protection from accidental drops, spills, and cracks
* Extended warranty beyond the manufacturer's coverage
* Easy and hassle-free repair or replacement process
* Available for laptops, desktops, tablets, and accessories
* Access to 24/7 technical support from Contoso experts

**2. Plan Options**

We offer different levels of protection to suit your needs. Whether you need basic coverage or full protection, there's a plan for every budget.

**Basic Protection Plan**

Ideal for customers looking for minimal extended protection.

* **Coverage Duration**: 1 or 2 years
* **Inclusions**:
  + Manufacturer’s warranty extension
  + Technical support via phone and chat
* **Exclusions**:
  + Does not cover accidental damage or theft
* **Price**:
  + 1-year: $59.99
  + 2-year: $89.99

**Advanced Protection Plan**

Recommended for users who want protection from both accidents and manufacturer defects.

* **Coverage Duration**: 2 or 3 years
* **Inclusions**:
  + Everything in Basic Protection Plan
  + Accidental damage (drops, spills, cracked screens)
  + Power surge protection
* **Exclusions**:
  + Theft or loss of device
* **Price**:
  + 2-year: $129.99
  + 3-year: $199.99

**Complete Protection Plan**

Best for those who want complete peace of mind, covering theft and more.

* **Coverage Duration**: 3 or 4 years
* **Inclusions**:
  + Everything in Advanced Protection Plan
  + Theft and loss protection
  + Priority repair or replacement service
  + International coverage when traveling
* **Price**:
  + 3-year: $249.99
  + 4-year: $299.99

**3. What’s Covered?**

**Accidental Damage:**

* **Examples**: Dropped devices, cracked screens, liquid spills
* **Repair/Replacement**: Free repair or replacement for accidental damage incidents

**Power Surge Protection:**

* Covers damage caused by electrical surges or power spikes

**Extended Warranty:**

* Extends the manufacturer’s warranty, covering hardware failures after the original warranty expires

**Theft and Loss Protection (Complete Plan only):**

* **Theft Coverage**: If your device is stolen, we provide a replacement after proper verification
* **Loss Coverage**: Protection against accidental loss, ensuring a replacement device

**4. How to File a Claim?**

Filing a claim under the Contoso Protection Plan is simple and quick:

1. **Contact Support**: Call our 24/7 support line at 1-800-CON-PROTECT or visit our website.
2. **Provide Details**: Describe the incident (damage, theft, etc.) and share any necessary documentation (police report for theft, for example).
3. **Repair or Replace**: Once approved, we will either repair your device or send a replacement within 3-5 business days.
4. **Track Your Claim**: You can track the status of your claim through the Contoso Electronics website or app.

**5. Frequently Asked Questions**

**Q: Can I cancel my Protection Plan?**

Yes, you can cancel your plan at any time. If you cancel within 30 days of purchase, you will receive a full refund. After 30 days, a prorated refund will be provided based on the time remaining on the plan.

**Q: Is there a limit on claims?**

There is no limit to the number of claims you can file, but each incident of accidental damage or theft is subject to a deductible depending on the plan.

**Q: What is the deductible for accidental damage or theft claims?**

* **Accidental Damage Deductible**: $49 for laptops and desktops, $29 for tablets
* **Theft/Loss Deductible**: $199 for laptops and desktops, $99 for tablets

**6. How to Purchase the Contoso Protection Plan?**

You can add the Contoso Protection Plan at checkout when purchasing your device or within 30 days of your original purchase date.

* **In-store**: Ask a sales associate to help you choose the right plan for your device.
* **Online**: Simply select the protection plan option during checkout or visit www.contosoelectronics.com/protection to add it to an existing purchase.