

EchoNova Audio – Paid Services Documentation

1. Extended Warranty

Description:

Adds extra protection beyond the standard manufacturer’s warranty. Covers hardware defects, internal component failures, and general wear within coverage scope.

Plans & Pricing:

Coverage Length	Price (per device)
+1 year	\$19.99
+2 years	\$34.99
+3 years	\$49.99

Included:

- Replacement or repair for eligible malfunctions
- Free two-way shipping for warranty claims
- 24/7 access to warranty claim portal

Exclusions:

- Accidental damage (use Device Protection Plan)
- Water or fire damage
- Cosmetic wear (scratches, dents)

2. Device Protection Plan

Description:

Full accident coverage including drops, spills, water exposure, and cracked components. Covers repairs or one-time full replacement.

Plans & Pricing (per device):

Device Category	Monthly	Annual
Headphones / Earbuds	\$4.99	\$49.99
Portable Speakers (<\$250)	\$5.99	\$59.99
Premium Speakers (>\$250)	\$7.99	\$79.99

Included:

- Unlimited repairs for accidental damage
- 1 device replacement per 12 months (if beyond repair)
- Dedicated protection claims line

Exclusions:

- Lost or stolen devices
- Intentional damage
- Devices used commercially without business plan

3. Music Streaming Bundle

Description:

Bundle EchoNova purchases with premium streaming access across platforms.

Available Tiers:

Tier	Included Services	Price
Basic	3-month Spotify Premium (1 user)	\$9.99
Premium	6-month Spotify + TIDAL Hi-Fi (1 user)	\$24.99
Family Pro	6-month Spotify Family (up to 5 users)	\$39.99

Conditions:

- Redeem within 30 days of device activation

- Cannot be stacked or extended if user already has active plan

Delivery:

- Digital code emailed upon product shipment
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4. Setup Assistance Service

Description:

Personalized remote setup session with an EchoNova audio specialist via video or screen-share.

Pricing:

- **Standard (30 min):** \$14.99
- **Premium (60 min):** \$24.99

Use Cases:

- Pairing devices with smart assistants (e.g. Alexa, Siri)
- App walkthrough and firmware updates
- Multi-room audio setup
- Troubleshooting during unboxing

Availability:

- Sessions scheduled within 24–48 hrs after purchase
 - Available in English, German, and French
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5. Premium Support Plan

Description:

Priority access to customer support and advanced troubleshooting for all EchoNova-purchased devices.

Plans & Pricing:

Coverage Duration	Price
6 months	\$14.99
12 months	\$24.99

Included Features:

- Skip-the-line phone & chat support
- Dedicated support agents with brand-specific training
- Direct access to product engineers for unresolved issues
- Faster RMA processing (1–2 business days)

Bonus:

- Includes 1 free Setup Assistance Service session