

Protection plans from Allstate and Geek Squad

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[SquareTrade.com](#) (Allstate)

[http://www.geeksquad.com/](#) Geek Squad

GUIDE.TALKING_POINTS

How long does coverage last?

- For new items coverage lasts 1-4 years as indicated at the time that you purchase your warranty.
- For refurbished & used items coverage lasts 1-2 years as indicated at the time that you purchase your warranty.
- If your item is described as New, your warranty term assumes that your item has a valid manufacturers warranty. If there isnt a manufacturers warranty, your coverage term will be adjusted to reflect the absence of the manufacturers warranty.
- When does coverage start?
- For standard warranties (without ADH) coverage starts one day after your claim filing window closes.
- If the item you receive is not as it was described in the seller's listing and you are an eligible buyer under the eBay Money Back Guarantee Policy, you may be eligible to open a case for resolution during the first 30 days after the estimated or actual delivery

date. (Please note that the eBay Money Back Guarantee Policy applies only to the transaction; it is not a product warranty).

- For warranties with Accidental Damage from Handling (ADH) coverage starts on day 1 after your item purchase for accidents. Please note, for pre-existing conditions reported in the first 30 days after the estimated or actual delivery date, you may be eligible to open a case under the eBay Money Back Guarantee Policy.

How much is covered?

- You are covered up to the maximum value you paid for the item. Once that amount has been paid out, your warranty is considered fulfilled. If you would like coverage on your new item, you need to purchase a new warranty for it.
- You're covered for multiple repairs, up to the maximum value of your item. Once the cost of repairs meets the full purchase price of the item, your warranty is considered fulfilled.

What does Accidents Protection cover?

- Only new items in certain categories are eligible for warranty with Accidents Protection.
- If the item is used or refurbished, they are eligible for Standard warranty protection.
- Accidents Protection coverage includes: drops, spills and other accidents during use, including liquid damage from immersion.
- It does not cover loss, wilful damage or gross misuse.
- If your Accidents Protection Plan is bought on the same day as your item, accidents coverage starts on day 1 of purchase. If you buy your Accidents Protection Plan on a later date than when you purchased the item, accidents occurring in the first 30 days are not covered.

What is excluded?

- Please refer to the details of the contract for the full list, but there are 5 notable exclusions to your coverage:
- Pre-existing conditions: Items sold in non-working or partially working conditions. Any issues on used or refurbished items in the first 30 days are considered to be a pre-existing condition.
- Accidental damage: Unless Accidents Protection is purchased, items that are accidentally damaged are not covered - such as water damage, dropped iPods, and cracked laptop screens.
- Accessories and Consumer replaceable parts: accessories and parts that are meant to be replaced by the consumer, such as batteries and ink

cartridges, are not covered. Internal batteries, such as iPod batteries ARE covered.

Software: Software issues are not covered. Certain Types of Items:

Industrial equipment used commercially such as servers or items fraudulently misrepresented are

not covered I'm having issues with my purchase. Should I

open an eBay Money Back Guarantee case OR file a claim on my warranty? <table

align="center" border="0" width="95%"> <tbody> <tr bgcolor="#c2dfff"> <td

valign="top" width="25%"> Warranty</td> <td width="25%">INR or SNAD

up to 30 days after the estimated or actual delivery date</td> <td

width="25%">Any other issue within 30 days of estimated or actual delivery

date</td> <td width="25%">Any other issue more than 30 days after

estimated or actual delivery date</td> </tr> </tr> <td>Standard</td>

<td>eMBG</td> <td>Not Covered</td> <td>Allstate / Geek Squad</td>

</tr> </tr> <td>Standard + Accidental</td> <td>eMBG</td>

<td>Allstate / Geek Squad</td> <td>Allstate / Geek Squad</td> </tr>

</tbody> </table>
 Will it be clear to buyers that they're not purchasing the

warranty from the seller but directly from Allstate or Geek Squad? Yes,

once a warranty has been placed in the cart, it will clearly show that the seller of the warranty is

Allstate or Geek Squad and all post-transaction documentation and communication with the buyer

will come directly from the relevant vendor. Why is eBay offering warranties from

both Allstate and Geek Squad? In an effort to expand the warranty offering

on eBay, buyers can now choose between two warranty providers in select Electronics categories.

Both Allstate and Geek Squad are leading providers of warranties and are well recognized

names. Why should I purchase a warranty? Since electronic

goods may fail, a Allstate Warranty can provide additional protection for your eBay purchases in

eligible Electronics and Home & Garden categories. It will make sure your

item is repaired or you are reimbursed per Allstate and Geek Squad policy if the item breaks during

the warranty period.

- Why aren't warranties on eBay offered in all categories?

We are currently offering warranties in Electronics and Home & Garden based on overwhelming feedback from our buyers. In the future, we plan to expand this program to even more categories.

- Are warranties valid in all states?
- Geek Squad warranties are only valid in the United States.
- Allstate warranties are valid nationwide both the U.S. and Canada. They are also valid for APO and FPO addresses, and Puerto Rico.

How do I purchase a warranty?

- If the item you are purchasing qualifies for warranty, you have the option to purchase it directly from the item description page prior to checkout. After checkout, you can still purchase it from the payment confirmation page or through your post-purchase reminder email.
- Can I purchase a warranty if I win an auction, or are fixed price items only eligible?
- The option to purchase a warranty directly from the view item page or product details page is currently only available on fixed price items.
- Users who are the successful winning bidder in an auction will have 2 ways to purchase warranty coverage.
- On the payment confirmation page users will see a placement where they can click to be redirected to a landing page offering available warranties based on their recent purchase.
- Approximately 48 hours from purchase date buyers who purchased a qualified item & did not already buy the warranty will receive an email that allows them to purchase warranty coverage up until 30 days from purchasing the item.

Do Allstate and Geek Squad warranties cover vintage items?

- No, neither Allstate nor Geek Squad warranties cover vintage items. In the event that a Allstate warranty is offered on a vintage item in error, a full refund will be offered to the buyer.
- Are all items eligible for warranties?
- Warranty eligibility of each listing is determined by a number of factors - price, condition, category. eBay will automatically associate the eligible warranty with each listing.

Are warranties on eBay available to International buyers?

Allstate warranties on eBay are available to residents of the US and Canada. Geek Squad warranties are only available to residents of the US.
 If I purchased an electronic device and after a couple of days I decide I want the warranty, can I still buy one? Yes, buyers can purchase a warranty service plan within 30 days of purchasing the item. Approximately 48 hours from purchase date buyers who purchased a qualified item & did not already buy the warranty will receive an email that allows them to purchase warranty coverage.
 What happens after I purchase the warranty? The following takes place after purchasing a warranty: You will receive a confirmation message sent to your My Messages and registered email address. This message will : <ol type="a"> confirm your purchase Advise you of a future email Provide you with Allstate contact information The vendor will send you a Warranty Care email within 24 hours of purchasing the warranty coverage and provide you with your policy number and service agreement (this will not be seen in My eBay). Within My eBay, the vendor will populate the tracking number with the Policy number. If I purchase an item on eBay along with a Allstate or Geek Squad warranty then want to sell the item later or give it as a gift, is the warranty transferable to the new owner? Yes, when you sell an item that is covered by a Allstate or Geek Squad warranty to a buyer in the US or Canada, any coverage originally purchased with the item is still in effect and fully transferable. Why arent Allstate warranties offered on listing from sellers who have less than 20 feedback? While we recognize there are many excellent sellers on eBay with less than 20 feedback, an initial risk assessment determined that warranty prices would need to be higher to cover the increased risk of sellers who did not have a sufficient selling track record. We will, however, continue to monitor this situation closely to determine if this threshold may be lowered in the future.
 Will I

get any revenue share from the eBay Warranty? No. eBay is not offering sellers a revenue share on sales of warranties through the eBay Warranty program.
 I already offer warranties on the items I sell, can I opt out of this program? No. Allstate or Geek Squad warranties on eBay will be offered on all eligible listings. You are also free to continue market and offer your own warranties on your listings. I already offer warranties to my customers, why is eBay competing with its sellers in the sale of warranties? The intent of this program was not to compete with eBay sellers in the sale of warranties but to make buyers decision making easier by offering additional peace of mind when shopping for items on eBayparticularly for more expensive items. A trusted buying experience is one of the most important things shoppers look for when making purchase decisions so we encourage you to continue to market and offer your own warranties on your listings.
 What should I do if my customer contacts me about an item that is broken or damaged and covered by the Allstate or Geek Squad warranty on eBay? For any questions on Allstate or Geek Squad services please direct customers to www.ebay.com/services for more information. What is Allstate's refund policy? Allstate will provide a full refund if you cancel within 30 days. If you cancel after 30 days, we'll pro-rate your refund based on how much time has passed since your Care Plan purchase. Exceptions to this refund policy can be made if it is determined that the Care Plan was offered for an item ineligible for coverage, or on an item that has a pre-existing condition. Please contact us by phone if you believe you qualify for an exception.
 What is Geek Squad's return policy? Geek Squad does not accept returns and will only issue refunds on a case-by-case basis. You will have to call them with your information to see if a refund is possible..
 Where can I learn more about the Allstate and Geek Squad warranties on eBay? You

can find more information at www.ebay.com/services.

 What is Allstate's 5 day Service Guarantee?

Five-Day Service Guarantee: Allstate will reimburse the full item price or fix your item

and ship it back within five business days of receiving it at the depot, or your care plan is

free. For large items with in-home service, a local technician will contact you to

schedule service within five business days of claim approval (since in-home service is dependent on

the customer's schedule, repair times are not guaranteed within five days)

 What is the Geek Squad 5 point pledge? <img alt="" height="258"

src="https://cskb.qa.ebay.com/library/EBAY/Images/3701-4000/3832/TOPIC3832_2_U.jpg"

width="500">
 </h2><h2>GUIDE.DETAILED_INFORMATION

What Due to the success of the program, eBay also began offering warranties to

electrical appliance for the home or garden to drive more purchases. Following are

the Category Names and IDs: <table border="1" cellpadding="1" cellspacing="1" width="527">

<tbody> <tr> <th bgcolor="#c2dfff" scope="col" width="286">Category Name</th>

<th bgcolor="#c2dfff" scope="col" width="314">ID</th> </tr> <tr>

<td>Heating, Cooling & Air</td> <td> 41986 </td> </tr> <tr>

<td>Home Security</td> <td> 41968 </td> </tr> <tr> <td>Major

Appliances</td> <td> 20710 </td> </tr> <tr> <td>Power Tools</td>

<td> 3247 </td> </tr> <tr> <td>Carpet Shampooers</td> <td>

20611 </td> </tr> <tr> <td>Carpet Steamers</td> <td> 79656 </td>

</tr> <tr> <td>Carpet & Floor Sweepers</td> <td> 79657 </td>

</tr> <tr> <td>Small Kitchen Appliances</td> <td> 20667 </td>

</tr> </tbody> </table> eBay recently also partnered with Geek

Squad, a well-recognized provider of warranties and remote support for technology products, to offer

buyers a greater choice of warranty providers. (Only Allstate warranties are currently offered

on appliances in the Home & Garden category at this time. Warranties from both Allstate and Geek Squad are offered in select Electronics categories)
The standard warranty plan protects your eBay purchase from mechanical and electrical failures during normal use. 1 to 4 years of coverage, as indicated at the time that you purchase your warranty. 100% parts and labor coverage-with no deductibles. Item repairs, or the full item price paid back to you if Allstate or Geek Squad can't fix it. Covers New, Refurbished and Used items-even if there's no USA manufacturer's warranty on your item.

 The standard + accidental damage from handling (ADH) warranty covers your eBay purchases against both accidents and normal malfunctions. 2 to 3 years of coverage, starting at the item purchase date Protection from failures caused by accidents from handling (ADH), as well as normal mechanical and electrical failures. 100% parts and labor coverage. Item repairs, or the full item price paid back to you if Allstate or Geek Squad can't fix it. Examples of coverage include: drops, spills and other accidents during use, including liquid damage from immersion. How do I qualify? There's no action required. Warranties will be featured on listings that meet the following criteria:
The item belongs to one of the eligible Electronics and Home & Garden categories on eBay. From a seller who is not considered below-standard and have

at least 20 feedback The item condition is not a "for parts" listing The item is not in the "classifieds" selling format The item has a selling price of \$40 or higher The item's only method of payment is PayPal (necessary for the eBay Shopping Cart to be enabled) View Item Page When a user is on the View Item Page they will see the option

to select a warranty coverage plan right below the BIN or Add to Car button(s). The user will be able to choose a warranty which will provide more details when they click on learn more.

 Product Details Page When a user is on a Product Details Page (PDP) they will see a similar visual treatment to the View Item pages.

 Cart Page Buyers will see their warranty as a separate line item in their Cart which will allow them to remove, or edit the item prior to proceeding to checkout.

</h2></h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE How do I file a claim with Allstate? You can file a claim 24/7 by accessing the My Warranties section of the Allstate website where you can view and manage your plan. Alternatively, you can call the Allstate Claims line at 1-877-900-7283 for assistance

 How do I file a claim with Geek Squad? Geek Squad is dedicated to giving you the best service possible. You can file a claim 24/7 by visiting <a href="http://GeekSquad.com/SmartCare"

target="_blank">GeekSquad.com/SmartCare.

 What if I have more questions about Allstate?

Please <a href="http://pics.ebaystatic.com/aw/pics/pdf/us/warranty/squaretrade%20full%20service%20agreem

ent_us.pdf" target="_blank">click here to read the full Terms & Conditions of the Allstate Service Agreement, or contact Allstate at 1-877-WARRANTY. They are available 24/7 and an agent is always happy to assist you. Learn more if you are a seller on eBay and would like to get information on Allstate warranty services. What if I have more questions about Geek Squad? Call 1-866-613-9854 24 hours a day, 7 days a week or visit online at GeekSquad.com/SmartCare with any questions. Please refer to the actual plan terms and conditions of the Geek Squad Service Agreement Learn more if you are a seller on eBay and would like to get information on Geek Squad warranty services
 What should I do if my customer contacts me because they're unhappy with their Allstate warranty and want a refund? Refer your customer to www.ebay.com/services for more information on Geek Squad and Allstate refund policies </h2></h2>GUIDE.SUMMARY What Finding terrific value, great service, and a trusted shopping experience is what keeps buyers coming back to eBay again and again, resulting in more sales for you. That's why we partnered with Allstate in November 2011 to offer eBay shoppers the ability to add warranty coverage to their selected electronics. and electrical appliance for the home or garden. The introduction of warranties to the Electronics category was well received by buyers and successfully increased customer confidence in the purchase of big ticket electronic items. Why A trusted buying experience is one of the most important things shoppers look for when making purchase decisions, particularly for more expensive items. Offering buyers extended warranties on products

purchased on eBay is another way we're helping to build that trust. While the eBay Money Back Guarantee program will cover buyers if there's a problem with the purchase of an item, buyers currently are not covered if the item breaks or is accidentally damaged outside of any applicable manufacturer warranty period. An eBay-backed warranty is a key step towards addressing these concerns. Due to the range of item conditions on eBay, it is often difficult for buyers to know what, if any, warranties already exist on their purchase (for example, manufacturer warranties may be unavailable on used or refurbished products). An official eBay warranty program seeks to provide greater clarity on the warranties that are available.

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