

At SquareTrade, it's important to us that we make our Service Agreements easy to understand. Clear language helps you, our customer, make an informed decision about your warranty purchase.

The following summary should help you understand the details of our coverage.

SQUARETRADE SERVICE AGREEMENT SUMMARY

HOW LONG OUR COVERAGE LASTS:

Our Kindle coverage lasts for 2 or 3 years, depending on the device model that you purchased. Coverage begins 2 days after your warranty purchase (for pre-orders coverage begins 2 days after your Kindle device ships). You can call us to update your warranty start dates if your Kindle shipment is delayed.

WHAT WE COVER:

Our standard Care Plan covers Mechanical and Electrical Failures that occur during normal use of your Kindle. Some examples include: internal storage drive failures, batteries that stop charging, broken switches, or keypads that get stuck.

Should one of these failures occur, we'll arrange for an Advance Exchange of your Kindle. This is outlined in the "How Our Coverage Works" section below.

This Care Plan covers three (3) Advance Exchange replacements of your Kindle.

NOTES ABOUT ACCIDENTAL DAMAGE FROM HANDLING (ADH) COVERAGE:

Accidental Damage from Handling (ADH) coverage is always included with Kindle warranties. It expands

this Service Agreement to include damage from drops, liquid spills, or any other accidental damage. ADH does not cover willful damage, negligent use, theft, or loss.

HOW OUR COVERAGE WORKS – ADVANCE EXCHANGE:

To make sure you experience as little downtime as possible, we offer an Advance Exchange program for your Kindle.

If a replacement of your Kindle is approved, we'll send you a new or refurbished Kindle of the same model. In some cases, we may send you a newer version. But in all cases, the replacement Kindle you receive will be of the same quality as your original. Before we send the replacement Kindle, we'll ask for your credit card information. You'll then need to send your original item to us within 30 days. If you don't, the price of the replacement will be charged to your card.

If for some reason we can't arrange a replacement, we may decide to reimburse you for the original purchase price of your Kindle instead.

WHAT ISN'T COVERED

Please refer to the full Service Agreement for a complete list. But there are several notable exclusions to your coverage.

1. Loss and theft.
2. Damage caused by reckless, intentional abuse.
3. Cosmetic damage that doesn't interfere with normal use.

4. Improper use of your Kindle including negligence, modifications, or poor maintenance.

HOW TO MAKE A CLAIM:

To make a claim, please call our toll-free number: 866-374-9939, 6am to 10pm Pacific, 365 days a year. You'll be asked a few questions that will help us isolate the likely problem(s). Chances are, we've run into the issue before.

If we're not able to fix the problem, we'll arrange for an Advance Exchange of your Kindle, as described in the "How Our Coverage Works" section above. You'll be contacted shortly after with instructions how to proceed.

REFUND POLICY

Though we hope you'll never want to cancel your Service Agreement, we'll provide you with a full refund if you cancel within 90 days from purchase.

If you choose to cancel your Service Agreement after 90 days, we'll pro-rate your refund based on how much time has passed since your Care Plan purchase.

You can also transfer your Service Agreement at any time, at no cost.

WORLDWIDE SERVICE

Your Kindle is covered, no matter where in the world you travel. However, we'll only send an Advance Exchange replacement Kindle to addresses in the United States.