



**NO MORE down time**

Our comprehensive protection & repair services make sure your wireless devices stay up and running

Your business depends on your wireless devices. That's why Preston Mobility has partnered with Warranty Life to offer a comprehensive Wireless Protection Program.

Powered by

**warrantylife™**

What is the Preston Mobility Wireless Protection Program™?

The Preston Mobility Wireless Protection Program™ provides coverage for your mobile device beyond your standard manufacturer's warranty.

The good news? It's affordable, and ensures you can minimize both your costs and downtime. Benefit from having peace of mind with extended warranty on today's expensive mobile devices.

#### Wireless Protection Program Features

The Wireless Protection Program™ offers 2-year Accidental Damage from Handling (ADH) coverage, including liquid damage, and repair services.

- Warranty Life programs are fully underwritten and insured by A-Rated Carriers or Better
- User-friendly self-serve portal provides insured individuals with access to warranty and claim information, online support and extensive online resources
- Covers all device makes and models. Value up to \$1,000
- Only \$119.00



## Frequently Asked Questions

**Q. Exactly what is the Preston Mobility Wireless Protection Program™?**

A. The program is an extended warranty and repair program being made available through Preston Mobility, being provided by Warranty Life [www.warrantylife.com](http://www.warrantylife.com)

**Q. What is the cost?**

A. The cost is \$119 with a device value of up to \$1,000 and may be purchased up to 30 days after date of device purchase.

**Q. What does the Wireless Protection Program™ cover?**

A. The program covers wireless phones and tablets against Accidental Damage Due to Handling (ADH) and liquid damage.

**Q. What is the definition of ADH according to your plan?**

A. ADH coverage provides protection against sudden and unforeseen accidental damage to your product, provided that the damage was during the course of regular use of the product. ADH does not cover misuse, abuse, theft, loss, wear and tear or cosmetic damage. In the event of a covered repair, the plan will furnish or pay for the cost of the parts and labour required to complete the repair, usually less a deductible.

**Q. Is it transferable?**

A. Yes. It is transferable via toll free phone or online.

**Q. How long is the coverage?**

A. The coverage is from the date of device purchase for a period of 24 months.

**Q. Is there a limit on the number of claims?**

A. Yes. There is a maximum of 2 claims per plan.

**Q. Is there a deductible on claims?**

A. Yes. There is a \$65 deductible on all claims.

**Q. What is the Repair Process?**

A. All repairs are now returned to the depot, customers have to contact Customer Service at 1-877-710-4653 and then mail the device in. A pre-paid shipping will be provided by Warranty Life. Credit Card may be required to pay for the deductible. The time frame will be 5-10 business days depending on parts and shipping time.



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**Q. Is the program insured or underwritten?**

A. Yes. All Warranty Life programs are fully underwritten and insured by A-Rated Carriers or better. You can view Terms & Conditions of warranty plans prior to purchasing them, which also indicates the carrier providing the coverage.

**Q. How do I manage my warranty?**

A. You will have secure online access to your account to track claims.

**Q. How do I make a claim on a warranty bought from warranty life?**

A. If you have a claim, log into your Warranty Life account and locate the product in question. A claims phone number or other claim options will be found there.

**Q. Where can I find a copy of the Terms and Conditions for the service plan I purchased?**

A. Simply go to your warranty detail page for the item in question and click on the warranty number link. In the rare instance that you don't see a link please contact the extended warranty provider directly.

**Q. I need support. What is your phone number?**

A. In order to be as efficient as possible, we use an online support system organized by tickets. Our knowledge base has most of the common questions, but if you need to talk to someone we ask that you use our online system. The Centralized Customer Service number is 1-877-710-4653. We are open Monday-Friday 8 AM to 8 PM EST & Saturday 9AM to 5 PM.

**Q. What is Warranty Life's mailing address?**

A. In Canada, our address is:

Warranty Life  
Suite 351, 255 Newport Dr.  
Port Moody, B.C. V3H 5H1