



Fujitsu America Accidental Damage Protection (ADP)

Overview for Notebook PC, 2-in-1 and Tablet Models

Fujitsu America, Inc. ("FAI" or "Fujitsu") offers the Accidental Damage Protection (ADP) program. This program covers unintentional, accidental damage during the warranty period. Accidental damage is defined as physical damage to a Product caused by, or resulting from, an unintentional mishap. This program is available for additional cost for all notebook PC, 2-in-1 and tablet models sold by Fujitsu America and is valid only in the United States and Canada. Our Standard International Limited Warranty program is also included.

What kind of damage is covered?

Some examples of non-intentional damage that are covered are:

Cause of failure	Resolution description
Liquid spilled on or in unit	Repaired or unit replaced
Drops, falls, and other collisions	Repaired or unit replaced
Electrical surge	Repaired or unit replaced
Damaged or broken LCD due to drop or fall	Repaired
Accidental breakage (multiple pieces)	Repaired or unit replaced

Damage caused by intentional acts, fire, theft or loss, is NOT covered under the Accidental Damage Protection plan. Some examples of damage that would NOT be covered are:

Cause of failure	Resolution description
Damaged in a fire	Not covered
Intentional damage (hammer marks)	Not covered
Theft	Not covered
Toxic or contaminate spill	Not covered
Normal wear (does not affect system performance)	Not covered
Accessories (batteries, pens, AC Adapters, etc)	Not covered
Terrorism / War	Not covered
Unauthorized attempts to repair the unit	Not covered

How is the repair/replacement handled?

If an incident occurs, the customer should call the Fujitsu America technical support line to report the problem (800-8FUJITSU). Fujitsu technicians will ask a series of questions designed to determine the extent of damage or failure. Depending on the system type, the cause and extent of damage, and other service options that have been purchased, Fujitsu will then initiate appropriate diagnostic or repair services. The machine will generally be returned to a designated Repair Center where the necessary parts and materials will be installed. Fujitsu will, upon completion of the repair, return the unit to you. Should a replacement machine be determined to be the appropriate action by Fujitsu, you will be notified, and a replacement product of the same or equivalent configuration will be provided.

Limitations

The Accidental Damage Protection (ADP) program covers up to one qualified incident per year whether major or minor part. If the unit needs to be sent out for repair, Fujitsu pays for the return shipment to the customer. If the unit is beyond repair, Fujitsu offers one replacement within the warranty period. Once a unit is replaced, the remaining ADP warranty contract will be exhausted. For customers with a history of significantly high claims, Fujitsu reserves the right to deny requests to purchase the accidental damage. The total amount that Fujitsu will pay for repairs or replacement made with all claims for accidental damage on any covered product shall not exceed the purchase price of that covered product excluding tax and shipping.



Subsequent repairs will be subject to the Fujitsu Flat Rate Fee for repair. Peripheral devices or components such as (without limitation) docking stations, external modems, external speakers, game devices, carrying cases, secondary monitors, external mice, external keyboards, power/AC Adapters and other components not internal to the Computer Device are not included in this program. Cosmetic damage (scratches, wear, and discoloration) not affecting functionality is also NOT COVERED

Fujitsu does not cover refurbishment of leased products.

About Fujitsu Americas

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More information

To learn more about Fujitsu Industrial Solution Templates, please contact your Fujitsu sales representative, or visit our website.

<http://solutions.us.fujitsu.com/oracle>

Contact our sales specialists for Consulting and Infrastructure Services at 877-217-2063.

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Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at: www.fujitsu.com/global/about/environment/

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