

**Ready for the most comprehensive protection for your pre-owned IT devices? **Warranty extension and insurance. All advantages at a glance!****



**Do you want complete peace of mind when using your IT devices? Without worrying about unexpected repair costs or downtime?**

We have the perfect solution for you: our warranty extension and insurance options protect your hardware far beyond the 12-month standard warranty. Together with our service partners, we offer you tailor-made protection against defects, accidental damage and theft. Protect your laptops, smartphones, tablets, monitors and PC systems and enjoy lasting reliability while we take care of the details.

**Warranty extension and insurance options at a glance:**

- ✔ Tailor-made protection exactly to your needs, from warranty extensions to accidental damage, theft and battery malfunctions
- ✔ Fast and uncomplicated processing of all warranty and damage claims
- ✔ Cooperation with a reliable insurance service provider that specializes in B2B customers
- ✔ High level of service and guaranteed customer satisfaction for worry-free use of your devices

# Find the right warranty extension and insurance option for you:

	Warranty extension	Plus package	Premium package
Design, material and execution errors	✓	✗	✗
Malfunction of the battery	✗	✗	✓
All accidental damage	✗	✓	✓
All kinds of theft	✗	✗	✓

All our devices come with a 12-month warranty as standard, which you can easily extend to up to 48 months at very attractive prices in our [online store](#). You can also choose from our comprehensive insurance options, which offer optimum protection against accidental damage, theft and battery malfunctions for 24, 36 or 48 months. This ensures that your devices always have the best cover tailored to your needs.

## Frequently Asked Questions

### What does the warranty extension include?

For the first 12 months, a warranty is always included and covered by us for all IT devices purchased by you:

- ✓ Design error
- ✓ Material defects
- ✓ Execution error
- ✓ This does not apply to malfunctions of the battery

A detailed description of the warranty can be found in our [terms and conditions](#) under § 8 Warranty. With a warranty extension, the warranty can be extended to terms of 24, 36 and 48 months.

### What happens in the event of a warranty claim?

If your device has a fault covered by our warranty within your warranty period, you can simply contact our [customer support](#) team. You will then immediately receive a return label and can send the device to us. We will check the device thoroughly. If it is a warranty claim, we will repair your device with original parts, send you an equivalent replacement device or refund your money.

## What advantages do the additional insurance options offer?

The **Plus package** (available for laptops, tablets, smartphones, monitors and PC systems) covers all accidental damage including screen damage:

- ✓ Fall or breakage damage, vandalism
- ✓ Willful damage by third parties
- ✓ Operating error
- ✓ Short circuit, overcurrent or overvoltage
- ✓ Fire, lightning strike, overvoltage due to lightning
- ✓ Liquid, water and moisture
- ✓ Storm, frost, ice, flooding
- ✓ Short circuit, overcurrent or overvoltage

The **Premium package** (available for laptops, tablets and smartphones) not only covers all accidental damage including screen damage (see Plus package), but also all types of theft and battery malfunction:

- ✓ Accidental damage incl. screen damage (see Plus package for a detailed list of the scope of services)
- ✓ Robbery, burglary including theft from a locked vehicle or simple theft such as purse snatching
- ✓ Additional costs due to misuse of up to 500 euros

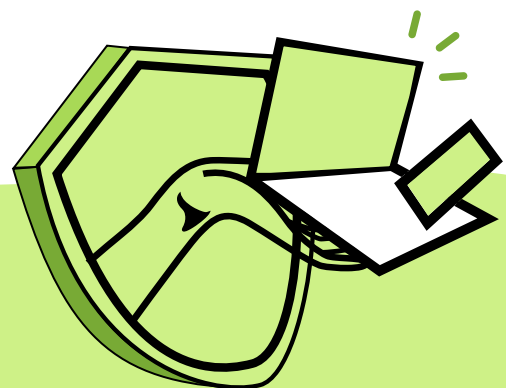
- ✓ Malfunction of the battery (if the original storage capacity of the original battery is permanently less than 50% and damage occurs from the 7th month from the date of purchase)

## What happens in the event of a claim?

In our Plus and Premium packages, we work together with a reliable insurance service provider. In the event of a claim, you can simply report your damage online. You will then receive a shipping label to send the device to our partner free of charge. They will check the device and repair it in accordance with the manufacturer's guidelines using original spare parts or, if necessary, send you an equivalent replacement device. Everything is fast, uncomplicated and at no extra cost to you.

## Which product maximizes my device protection?

Choose a warranty extension of up to 48 months to cover material or design defects. In addition, the Premium package for terms of 24, 36 or 48 months not only offers accident and theft protection, but also protects against battery malfunctions. This combination guarantees you the most comprehensive protection, so you can always rest assured that your IT devices are safe and protected.



**Our sales team will be happy to help you choose the right insurance package for you!**



## **We are making sustainable IT a new standard for companies.**

Circulee is an innovative startup passionate about the concept of circular economy. Our goal is to create new value by reusing IT hardware. We believe that companies and organizations have a responsibility for sustainability, and this is where used IT comes into play. In close cooperation with renowned IT leasing companies, we ensure that both product quality and data security are guaranteed. Our mission is based on the strong belief in preventing the premature disposal of electronics. We rely on the transformative power of circular value creation, because by reusing IT hardware we not only reduce resource consumption, but also environmental impact. Our measures help to extend the life cycle of devices while minimizing waste and conserving valuable resources.

At circulee we firmly believe that the circular economy makes a significant contribution to sustainability. By leveraging the value of existing devices, we pursue a sustainable vision for a better future.

