

# FACT SHEET

## FUJITSU AMERICA ACCIDENTAL DAMAGE PROTECTION PROGRAM NOTEBOOKS, MINI-NOTEBOOKS, AND TABLET PCS

Fujitsu America announces the most comprehensive Service Plan for our mobile products. This new 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 all Notebooks, Mini-Notebooks, and Tablet PC's 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 ON DAMAGE IS COVERED?

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

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

Damages caused by intentional acts, fire, theft, or loss are 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 (e.g., hammer marks)	Not covered
Theft	Not covered
Toxic or contaminate spill	Not covered
Normal Wear (not affecting system performance)	Not covered
Accessories (batteries, pens, 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 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 Fujitsu Accidental Damage Protection Program allows repair activity on a yearly basis – dependent upon your contract length. Limitations of the program include a one time per year repair/replacement of major parts. “Major parts” include, but are not limited to: the screen (LCD), DVD/CD ROM, hard disk drive, memory, CPU, and Motherboard. Subsequent replacement of these parts will be subject to a Fujitsu Flat Rate Fee for repair. Non-major parts are NOT limited to one time per year. 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.

**ABOUT FUJITSU AMERICA**

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Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors.

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