

Terms & Conditions

Repair Protection Plans

2024 - 2025

Introduction

Thank you for partnering with us for your Device Protection Plan this year! We appreciate you and look forward to supporting your school. At K-12 TECH, we are passionate about providing quality service and products, exceeding customer expectations, and cultivating long-term partnerships.

Plan Agreement

The following terms and conditions are intended to facilitate accurate and prompt delivery, high-quality repairs, and industry-leading customer service. By signing this document, you agree to the terms and conditions below. Please read thoroughly. If you have questions regarding any of the content, please contact your K-12 TECH Relationship Manager or email info@k12techrepairs.com.

Entire Agreement

This document, including any applicable signed agreements (hereafter referred to as the "Agreement"), states the entire contract between K-12 TECH and the End User, Policy Holder, School, Corporation, Entity, or otherwise (hereafter referred to as the "Customer"). By signing this quote, the Customer agrees to be bound by the terms and conditions contained within the Agreement. This Agreement cannot be changed or superseded by any conversations, correspondence, or electronic communications, whether written or oral, between the Customer and K-12 TECH.

Definitions

- **Protection Plan Price:** The per-unit price paid for this Protection Plan.
- **Coverage Start Date:** The date when coverage starts under this Protection Plan. Coverage will not be activated until the start date outlined in the contract. Failure to pay within 90 days could result in the cancellation of the agreement and all repairs completed will be billed to the school.
- **Covered Device, Product, or Active Policy:** The device, product, or type of product covered by this Protection Plan refers to any device serial number that has been enrolled in the K-12 TECH Protection Plan.

duration of any time that the item is being repaired under this Protection Plan.

- **Covered Claim:** Any approved claim for a Covered Device.
- **Waiting Period:** The time period, varying from zero (0) to ninety (90) days, after the Coverage Start Date during which, if any issues occur, they may be considered pre-existing damage and render the item ineligible for coverage under this Protection Plan. A Waiting Period applies to Protection Plans purchased for used and/or refurbished devices.

Coverage Term

Coverage Term will not be considered active, nor claims approved until payment has been received in full. All claims made before the active coverage term may be denied and the Customer will be required to pay the full amount of the repair. Claims submitted outside the active Coverage Term, before the Start Date, or after the end date of the agreement may be denied and/or billed at the applicable rates.

Coverage Type

Accidental Damage Protection (ADP) covers operational and mechanical failure from drops, spills, accidents, and liquid damage in the proper and normal handling and use of the Covered Device. It also covers the mechanical breakdown of the Covered Device caused by normal use.

What Is Not Covered

- Cosmetic damage, blemishes, or defects caused by normal wear and tear that do not affect the functionality of the Covered Device.
- Intentional or willful damage, abuse, or misuse caused by the end user.
 - K-12 TECH recommends the school has a policy regarding vandalism to charge the student/parent.
- Theft, misplacement, loss, mysterious disappearance, viruses, malware, or spyware.
- Peripherals, accessories, cases, or problems caused by third parties or third-party accessories, parts, or components not supplied by K-12 TECH.
- Software, licensing, operating system, or data loss.
- External damage caused by flood, fire, improper storage, natural disasters, power surges, problems with electrical power, acts of God, or usage that is not in accordance with product instructions, typically covered under the school's insurance policy.
- Defects or damage covered under any active Manufacturer's Warranty or Manufacturer's Recall.
- Damage caused by improper use of third-party or aftermarket power supplies and sources.
- Pre-existing damage to any device(s) which occurred prior to the Coverage Start Date.
- Pest infestations, including but not limited to bedbugs. Repairs or replacements due to these causes are the responsibility of the device owner, but in an effort to support the school, we will generally replace some devices as long as it stays below 0.5% of the covered fleet.

Servicing Your Covered Devices

Depending on the product and failure circumstances, we will either:

- Repair your covered device,
- Provide a cash settlement or a customer credit reflecting the replacement cost of a new device of equal features and

Beyond Economic Repair (BER, Unrepairable)

When a device is Beyond Economic Repair (BER), it is deemed unrepairable ("Unrepairable"). K-12 TECH reserves the right and has the sole discretion to deem a device as BER. K-12 TECH will keep the Unrepairable asset and either replace the unit with a like device or issue compensation in the amount of the predetermined device value. Customer understands that the replacement unit may be of new, refurbished, or used condition. In the event of device replacement, K-12 TECH is not liable for costs associated with redeployment, such as software or management licenses on the covered device. When a device is deemed Beyond Economic Repair, or Unrepairable, the policy is fulfilled. Coverage will be transferred to the replacement device.

Tariff-Driven Pricing Adjustment and Termination Option:

Due to K-12 Tech sourcing parts internationally, if tariffs or import duties increase significantly, resulting in a rise in costs that would adversely impact the feasibility of maintaining current pricing, K-12 Tech reserves the right to adjust pricing to reflect the change. Written notice of any adjustments will be provided to the Customer at least 30 days in advance.

The Customer may, within 30 days of receiving such notice, choose to:

1. Accept the adjusted pricing for future services.
2. Terminate this agreement for affected devices and receive a prorated refund for the unused portion of the contract, calculated based on the time or number of devices remaining.

If the Customer does not provide written notice of their decision within 30 days of receiving the adjustment notice, the adjusted pricing will be deemed accepted, and the agreement will continue under the new terms.

Terms and Conditions

- Serial numbers of all covered devices must be submitted via electronic form to K-12 TECH prior to the Coverage Start Date. Coverage is not considered active for any device for which a serial number has not been submitted to K-12 TECH.
- All claims must be submitted by the Customer via the Rocket dashboard provided.
- Customers must notify K-12 TECH of a claim within the active Coverage Term of the policy or the claim will be rejected/denied. Claims submitted outside of the active Coverage Term of the agreement will be denied and/or billed at the current repair rates.
- If applicable, all covered claims will be billed at the agreed-upon deductible.
- Customer warrants that prior to the active Coverage Term all Covered Devices are free of pre-existing defects, damage, or otherwise, and K-12 TECH reserves the right to deny any claim(s) on devices that are deemed to have pre-existing conditions, whether known or unknown.
- Any device defect covered by a manufacturer's warranty must be submitted to the manufacturer. If K-12 TECH is an authorized service provider for the manufacturer, K-12 TECH can submit these on the school's behalf.

Frequently Asked Questions

- When does my coverage begin?
 - Your coverage begins on the date you specify per the signed agreement.
- What do I need to successfully enroll in the program?

by the Device Protection Plan. We can provide repair pricing if you would like K-12 TECH to repair damaged devices before enrollment.

- Can I add a policy when a device breaks?
 - No, all devices must be in working order and free of damage to add a new policy. If you have a broken device that you would like to add to your coverage plan, the device must be repaired first.
- Can I add a policy when I add a new student to the school?
 - Yes, if you have a new student whom you would like to buy a policy for, please contact your K-12 TECH support rep and they will coordinate.
- Does my policy come with a Rocket account (repair ticketing software)?
 - Yes, please contact your K-12 TECH support rep and they will send you a login for www.rocket.k12techrepairs.com, as well as coordinate a software demo.
- How do I access my Rocket account?
 - Go to www.rocket.k12techrepairs.com and log in. If you have questions, contact support at info@k12techrepairs.com.

Non-Covered Claims

Published and quoted prices are subject to change, and the price for services shall be as stated in the applicable quote or pricing guide. K-12 TECH reserves the right to pass on any applicable taxes (most schools are exempt from paying sales tax) and other surcharges to the Customer and to impose purchase restrictions or limits, as needed, at any time. All orders are subject to applicable shipping, freight taxes, and processing charges, which K-12 TECH may charge to the Customer/School/Entity. Shipping charges are subject to the carrier's published rates and internal processing and handling fees. Any non-covered claims shipped to our facility, submitted through Rocket, and/or sent via email will be invoiced at K-12 TECH's current published pricing upon return delivery of the device unless the device is covered by an active coverage plan/policy and the claim is approved.

Devices Sent to K-12 TECH Without an Active Policy

Devices that do not have an active policy will be billed directly to the school for the full price of repair. The Customer will be notified separately before the repair is completed, unless there is a pre approval in place.

Limited Warranty - Repair Workmanship

- K-12 TECH Limited Warranty offers coverage for repair workmanship for a period of one year (365 days) starting from the date the repair is completed. This warranty applies to any device that is returned to K-12 TECH displaying the same issue as noted in the original work order. Coverage is valid provided that the device was returned to the customer after K-12 TECH confirmed that the repair was completed and the device passed a full inspection.
- K-12 TECH will fix the device at no cost under our Limited Warranty if the device, after our examination, exhibits the same problems as the original work. If the device requires additional parts, the Customer will be billed for each additional part, at cost with no additional labor charge. If a device is somehow rendered unusable by the fault of our team after our second attempt, we will refund the original repair and administer an internal credit for the cost of the current value of the device - if K-12 TECH keeps the asset. If the school requires that we send back the asset, an internal credit will be issued at the discretion of the sales team and the customer.
- K-12 TECH warrants and Customer accepts that replacement parts used to service a claim may be of any or all of the following conditions: quality and/or type: OEM, Aftermarket, New, Reclaimed, or Used.

- K-12 TECH has no liability beyond the remedies provided for in the above-limited warranty or for consequential, incidental, exemplary, indirect, or punitive damages. This includes, without limitation, any liability for third-party claims against Customer for damages, lost profits, or for loss or corruption of data, even if K-12 TECH has been advised of the possibility of such damage or if such damages are otherwise foreseeable, and whether a claim for such liability is premised upon breach of contract, warranty, negligence, strict liability, or any other theory of liability. K-12 TECH's liability will be no more than the amount the Customer paid for the product that is the subject of a claim.

School Representative:

Print:

Date:

Signature:

K-12 Tech Representative:

Print:

Date:

Signature:

Purchase Terms

Quote is valid until the expiration date. **Please submit the Purchase Order (with PO and Quote Number) to info@k12techrepairs.com** and your sales representative. Include detailed instructions on processing invoices: AP Name, Shipping and Billing Address, and Name Email, and Phone Number. Allow 2-3 business days for processing.

HELPFUL LINKS

[W9](#) | [Rocket](#) | [Website](#) | [Newsletter](#)

Comments to Buyer

Tiffin City Schools - ADP Opportunity

Tiffin City Schools

OH

Joe Prchlik

joeprchlik@northern-buckeye.org

419-205-2099

Reference: 20250417-100134896

Quote created: April 17, 2025

Quote expires: July 31, 2025

K-12 Tech

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ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP 11 G8 EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	11 G8 EE	Non-Touch	Carted	Used	\$14.45	231	\$3,337.95		June 2025

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP 11 G6 EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	11 G6 EE	Non-Touch	Carted	Used	\$14.45	4	\$57.80		June 2022
Accidental Damage Protection - HP 14 G5 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	14 G5	Non-Touch	Carted	Used	\$19.83	107	\$2,121.81		June 2022

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP 11 G7 EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	11 G7 EE	Non-Touch	Carted	Used	\$14.45	82	\$1,184.90		June 2022
Accidental Damage Protection - Dell 3100 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	Dell	3100	Non-Touch	Carted	Used	\$14.45	4	\$57.80		June 2022

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP 14 G4 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	14 G4	Non-Touch	Carted	Used	\$19.83	11	\$218.13		June 2021
Accidental Damage Protection - HP 14 G6 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	14 G6	Non-Touch	Carted	Used	\$19.83	15	\$297.45		June 2021

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP 11 G9 EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	11 G9 EE	Non-Touch	Carted	Used	\$14.45	2	\$28.90		June 2021
Accidental Damage Protection - HP 11 G8 EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	11 G8 EE	Non-Touch	Take Home	Used	\$20.63	562	\$11,594.06		June 2021

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP 11 G9 EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	11 G9 EE	Non-Touch	Take Home	Used	\$20.63	531	\$10,954.53		June 202
Accidental Damage Protection - HP 11 G7 EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	11 G7 EE	Non-Touch	Take Home	Used	\$20.63	223	\$4,600.49		June 202

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP 14 G7 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	14 G7	Non-Touch	Take Home	Used	\$28.33	190	\$5,382.70		June 2021
Accidental Damage Protection - HP 14 G6 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	14 G6	Non-Touch	Take Home	Used	\$28.33	138	\$3,909.54		June 2021

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - Asus C204EE - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	Asus	C204EE	Non-Touch	Take Home	Used	\$20.63	133	\$2,743.79		June 2021
Accidental Damage Protection - Dell 3100 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	Dell	3100	Non-Touch	Take Home	Used	\$20.63	59	\$1,217.17		June 2021

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP Chromebook 14-ca1/ca0 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	Chromebook 14-ca1/ca0	Non-Touch	Take Home	Used	\$28.33	63	\$1,784.79		June 2021
Accidental Damage Protection - HP Chromebook 14a-na0 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	Chromebook 14a-na0	Non-Touch	Take Home	Used	\$28.33	30	\$849.90		June 2021

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP Chromebook 14-db0/G5 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	Chromebook 14-db0/G5	Non-Touch	Take Home	Used	\$28.33	28	\$793.24		June 2021
Accidental Damage Protection - HP x360 14a-ca0 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	x360 14a-ca0	2-in-1	Take Home	Used	\$33.96	1	\$33.96		June 2021

ITEM & DESCRIPTION	MRF	MODEL	SCREEN	TAKE HOME	CONDITION	COST	QTY	TOTAL	START DATE	END DATE
Accidental Damage Protection - HP Chromebook 14 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	HP	HP Chromebook 14	Non-Touch	Take Home	Used	\$28.33	1	\$28.33		June 202
Accidental Damage Protection - Asus Chromebook Flip CX5 (CX5500)/C536 - 1YR Customized protection to fit your school's needs. K-12 Tech ADP with Complete Accidental Device Protection. This program is a fixed price with unlimited repairs and no deductible.	Asus	Chromebook Flip CX5 (CX5500)/C536	2-in-1	Take Home	Used	\$33.96	1	\$33.96		June 202
Total								\$51,231.20		

Signature

Signature

Date

Printed name



**K-12 TECH
ROCKET**

Have you used Rocket yet?

Asset Management, Ticketing, Help Desk

No Cost. Ever.

SIGN UP FOR FREE

TECH PROTECTION THAT ADAPTS

Protect Devices Up to 6 Years with Unlimited Repairs

We'll underwrite a repair contract that best fits your school's needs. Receive unlimited repairs, even if it exceeds the cost of the device.

DELL
Technology

ASUS



acer

Lenovo

SAMSUNG



**Parental Device
Protection**



**Free ASP
In-Warranty Repairs**



**Ad-Hoc Repair
Services**

**13+ YEARS WITH 400+
SCHOOL DISTRICTS**

**This dependable service allows us to keep
our devices in the hands of students
where they're needed.**

- Bill Rader



AWARDED VENDOR



Partnership Program of the Education Service Center Region 2



An investment in your community



**OMNIA®
PARTNERS**

RESA
Leading... Learning for All

**SERVICE
LEADERSHIP
COLLABORATION
EXCELLENCE**

FULL LIFE CYCLE 1:1 SERVICES

Devices + White Glove

Get a quote on new devices, unboxed, tested, enrolled, and charged before delivery.

Rocket Software

Asset Management, Ticket, Help Desk, Auditing - Always Free. Always Innovating.

ADP Repair Coverage

Unlimited repairs (even if it exceeds the cost of the device). Local pick-up or free mail-in.

Repairs

Local pick-up and free mail-in. Free ASP in-warranty repairs.

Parts

Variety of parts, free shipping, and competitive pricing.

Accessories

Fast quotes, competitive prices, and receive orders with care.

Software

Adobe. GoGuardian. Google Workspace. Google Chrome License. Lightspeed. Filewave.

Buyback + eRecycle

Sell your old devices and earn money or credit (10% more)

Summer Refresh

Upgrades, Repairs, Auditing, etc. We'll customize a plan based on your district.

Solutions as Unique as Your School

Minimize repair hassles and better forecast your budget. Our ADP plan is strategically crafted to offer long-term savings and efficiency. Our plans are managed and maintained exclusively by us, with no insurance company middleman.

Unlimited Repairs



Screens



Batteries
(Unlimited)



Wifi Cards



Keyboards



Theft With
Police Report



Headphone Jacks



All Casings



USB Ports



Buttons



Charging Ports



Motherboards



Liquid Damage

Not Covered: Charger replacement, cosmetic damage (hinge covers, feet, stickers, etc) or damage due to a catastrophic event

Why K-12 Tech?

✓ Unlimited Repairs

✓ Weekly Pick-Up + Drop-Off

✓ Free Asset Management
Software (Rocket)

✓ Insured! Your Funds Protected

✓ Free Mail-In + Easy Shipping
Labels

✓ Dedicated Relationship
Manager

✓ Replacement Devices For
Non-Repairable Devices

✓ Drop-Off Delivery
Notifications

✓ No Deductible