

Repairs and service processing are carried out at the Tools at Work Service Department, Zirkusgasse 39, 1020 Vienna

## 3 years of security and protection including Tools at Work service and expertise

**Tools:Allstars Guard is the result of over 30 years of experience as an Apple Service Provider and the requirements of our customers.**

### Covered are

**Repairs for hardware damage**, that may occur during use of the device

- **Damage caused by dropping**
- **Breakage**
- **Liquid damage**

**Property offences** affecting the device

- **Robbery**
- **Burglary**

### Not covered are

**Software or system errors** on the device

**Purely cosmetic damage** that does not affect the function of the device (scratches, dents)

**Wear and tear parts**, such as batteries

**Loss, misplacement or simple theft**

**Deliberate damage** to the device

**Natural disasters** and **force majeure**.

### The Tools:Allstars Guard also comes with a 3-year warranty.

#### Coverage and benefits:

Repair costs resulting from damage caused by liquid ingress, breakage or falls are covered.

In the event of total loss or presentation of a police report following robbery or burglary, compensation will be paid at the current market value: 90% of the replacement value in the first year after purchase, 80% in the second year and 70% in the third year.

In order to claim damages resulting from property offences (robbery, burglary), 'Find My' must be activated on the device. Simple theft, loss or misplacement are not covered.

After expiry of the manufacturer's warranty period or the dealer's guarantee period, protection against manufacturing

defects continues to apply, provided that the repair costs do not exceed the current market value of the device.

In this case, there is the option of paying extra for the repair or a new device.

The processing of damage and repairs is carried out exclusively by Tools at Work.

The customer does not have to pay an excess for repairs.

Coverage of the service package begins upon payment of the invoice, effective from the invoice date.

One-time payment as per quote or invoice (incl. 20% VAT).

#### Term:

The term is 36 months. The agreement ends automatically after this period. Termination is not necessary.

#### Basis of the agreement:

Tools: Allstars Guard is a service product of Tools at Work.