

Writer Care and Protection

We've got your Touch covered.

It's about protecting you from the unexpected. It's about preventative maintenance and a precision touch. The Writer Care and Protection program is about keeping you writing – and writing well. After the first year, preserve your investment and choose from among three carefully crafted plans designed for every need and budget. We understand that some things just can't wait for business hours. And that's why each plan comes equipped standard with 24/7/365 assistance.

PASSPORT TOUCH PLAN BENEFITS	SILVER	GOLD	PLATINUM
Annual Maintenance			
Replacement of landing pads	X	X	X
Replacement of tension spring	X	X	X
Replacement of li-ion internal battery pack	-	X	X
Electronic testing	-	X	X
Fastener inspection and tightening	-	X	X
Thorough cleaning of internal and external parts	-	X	X
Installation of latest firmware updates	X	X	X
Keyboard reconfiguration upon request	-	X	X
One-way ground shipping of Passport Touch back to you	X	X	-
Round-trip ground shipping of Passport Touch	-	-	X
Protection Coverage			
24/7/365 phone and email technical support	X	X	X
Expert repair service from the Advantage Build Crew	X	X	X
Full cost of labor	X	X	X
Full cost of necessary parts, PCB board, and LCD module	-	X	X
Cosmetics - upper/lower shell replacement	-	-	X
Direct communication with your personal ABC technician	-	-	X
Priority queue for repair service	-	-	X
One-way ground shipping of Passport Touch back to you	X	X	-
Round-trip ground shipping of Passport Touch	-	-	X
Writer Accessories			
15% catalog discount off writer accessories	-	X	X
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New Plan:	\$395	\$539	\$719
Renewal Plan (Save 20%):	\$329	\$449	\$599

Add a loaner to any plan for \$120

Writer Care and Protection Agreement

This Writer Care and Protection Agreement is a legal contract that describes the terms and conditions of the Advantage Care and Maintenance Plan (“Plan”) that you purchased to cover your writing machine (“writer”). To inquire about your Plan or to schedule your writer’s annual maintenance, call the Administrative department at 1-800-800-1759.

This is not a contract of insurance.

ELIGIBILITY & PRICING

- The writer must be in fully functioning condition at the time of Plan purchase.
- Optional loaner coverage may only be added on an annual basis and before the coverage for the Plan purchased takes effect.
- New Plan rates are for those with neither (A) an active warranty nor (B) an active Plan. There is a 30-day waiting period for New Plan purchases to take effect. Any claims made within the first 30 days will be subject to full retail repair price and full retail loaner price.
- Renewal Plan rates are for those with either (A) an active warranty or (B) an active Plan. This coverage takes effect immediately as the previous active warranty or active Plan ends.
- Plans are nonrefundable and nontransferable.
- Plan rates are subject to change without notice.

PLAN COVERAGE & LIMITATIONS

- There is no deductible for services covered under this Agreement.
- Length of coverage is 365 days from the date the Plan takes effect.
- Technical support is available 24/7/365 at 800-800-1759.
- Plans do not cover writer malfunction due to causes beyond our control including, but not limited to, those necessitated by operator or owner negligence such as the failure to maintain the product according to the owner’s manual, accidental damage, abuse, misuse, vandalism, theft, mold, mildew, rust or corrosion, damage caused by lightning and other acts of nature.
- An exception to the above is that the Passport Touch Platinum Plan covers cosmetic damage to the upper and lower shell. Advantage Technology at its discretion may replace a damaged upper or lower shell with a shell of identical color. This shell coverage includes that of permanent scuffs, scrapes, marks and other annoyances. Note that this cosmetic coverage does not apply to the screen casing, screen, key tabs, buttons or wheels.
- For Plans with catalog discounts, discounts may not be combined with any other promotional offers.

OPTIONAL LOANER PROGRAM

- Advantage Technology covers shipping of the loaner writer both ways.
- Loaner writers are shipped via 3-day Ground delivery.
- Loaner writers shall remain the property of Advantage Technology.
- Loaner writers not returned within the agreed upon timeframe will be billed at full retail price.
- Requests for loaner writers must be made through the technical support department.
- For Plans without loaner coverage, loaner writers are available for rent only at full loaner cost.