



## **Rug-Ed Products, Inc. - iPad Protection Plan**

Your purchase of the ProLOCK case includes the following Rug-Ed iPad Protection Plan (hereinafter referred to as the “Plan”):

### ***What Does the Plan Cover?***

The Plan covers the cost to repair Apple iPad devices damaged while enclosed in the ProLOCK cases, including shipping, parts and labor.

### ***How Long Does the Plan Last?***

The Plan begins from the date of iPad install into the ProLOCK iPad case and concludes on the same date (1-5 years).

### ***What is Not Covered?***

The Plan does not cover the cost to repair any damage to an iPad that (i) existed before the date of install of the ProLOCK case; (ii) occurred while the iPad was not enclosed in the ProLOCK case; (iii) resulted from exposure to water; or (iv) is caused by mass vandalism or an act of God (such as a flood). Additionally, the Plan does not cover the cost to replace any lost or stolen iPads.

### ***What Rug-Ed Will Do***

Rug-Ed will pay for the cost, including shipping, parts and labor, to repair any damaged iPad covered by the Plan. In the event repair is not possible, Rug-Ed will provide the school/school district with a refurbished iPad with the same specifications as the original device. The replacement unit will still be cover under the Plan.

### ***Who Will Repair Damaged iPads?***

Rug-Ed will collaborate with the school/school district to setup a local repair vendor. Rug-Ed will monitor repair service for ongoing quality and may suggest a different repair vendor should quality dictate.

### ***What Do I Need to Do?***

Prior to the start of the Plan, provide Rug-Ed with the list of serial numbers of iPads being installed into ProLOCK cases. Complete & sign ***Coverage Period and List of Devices Covered***.

### ***How to Get Service Under the Plan***

Leave the damaged iPad inside of the ProLOCK case. Send or deliver the unit covered by the Plan to the Rug-Ed approved iPad repair. For detailed instructions, see the attached *Accidental Damage Protection Policy & Procedure*.

### **Accidental Damage Protection Policy & Procedure**

#### ***Installation & Usage of ProLOCK Cases***

1. Before installing iPads into ProLOCK cases, every iPad must be inspected to ensure it turns on and has no physical damage.
2. Rug-Ed repair coverage starts on the date of install of the ProLOCK cases.
3. Every iPad must remain in an ProLOCK case at all times after install. Repair coverage is void if the unit is removed from the case for any reason prior to arriving to the repair facility.

#### ***iPad Repair Procedure***

1. If an iPad is damaged, do not remove it from its ProLOCK case. Deliver or send the unit to the designated repair facility.
2. Each damaged unit will be inspected at the repair facility. As long as the damage occurred while the device is inside of an ProLOCK case and during valid coverage period, the repair will be approved.
3. Repair vendor will proceed to repair the damaged iPad and reinstall the unit back into a ProLOCK case.

#### ***Repair Vendor Selection***

1. Each repair vendor needs to be approved by Rug-Ed Products to ensure it adheres to the repair procedure set forth by Rug-Ed.
2. Each vendor needs to be approved by Rug-Ed Products on its ability to perform repairs at a cost and turnaround time that's in line with Rug-Ed's network of vendors.
3. If there is no preferred vendor by the school, Rug-Ed will provide a local repair facility.

**By signing below, I acknowledge I have read and understand the items discussed above.**

**RUG-ED PRODUCTS, INC.** \_\_\_\_\_ (School/District)

By: \_\_\_\_\_

By: \_\_\_\_\_ Date: \_\_\_\_\_

**Name:** Ralph Schiller

**Name:**

**Title:** President

**Title:**