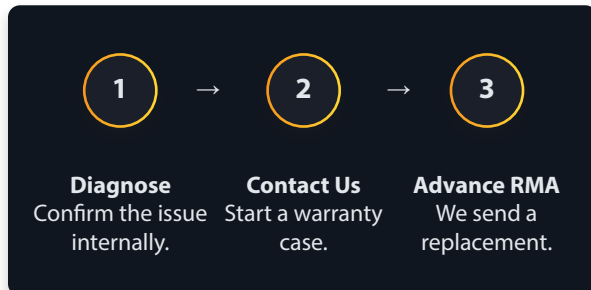


Coverage and Extensions

Product	Standard Term	Max Coverage
Laptops	3 years	Fixed 3 years
Desktops & NUCs	3 years	Up to 5 years with extension
Servers	3 years	Up to 7 years with extension

Batteries are covered for 1 year.

Service Workflow



Get your customer back online, then return the old unit with our pre-paid label. Partner covers inbound shipping where applicable.

Accidental Damage Add-On (for Laptops)

- No-questions-asked coverage for one accidental incident (drop, spill, surge, or impact) during a 3-year term.
- Buy with the laptop and register within 30 days; coverage starts on day 31.
- We replace the device rather than repair it. After the covered incident, the plan ends.
- Excludes loss, theft, fire, misuse, cosmetic wear, and data/software issues.

Remedies

Most warranty cases use advance RMA. For laptops and NUCs, we send a full replacement. For servers, we send parts when possible, or a full chassis if major components fail. This keeps your customer online with minimal downtime.

Exclusions

- Software or data loss
- Damage from misuse or liquid (unless under ADP)
- Unauthorized repairs or modifications
- Normal wear and pixel limits per ISO standards

Repairs and Trade-Ins

For issues not covered under warranty, you may be eligible for depot repair services at our discretion. Common examples include display replacements on laptops and other repairable damage.

We also accept eligible trade-ins toward new purchases. Devices must be in working or repairable condition and validated by our support team. Availability, pricing, and eligibility are determined case by case. Terms and conditions apply.

For complete coverage, please contact support@carbonsys.com

This guide is intended as a quick reference only. It does not represent a legal agreement or full warranty terms. Liability is limited to repair or replacement of hardware, with no coverage for incidental or consequential losses.