

Trinity3 and FireFly are now Trafera!




TRAFERA

2021 Warranties

Trafera Warranties

Including Accidental Damage Protection

Streamline your warranty process with a Trafera Warranty. We proudly offers our Silver, Gold, and Platinum Warranties directly to our customers, giving you **a single point of contact for any and all repairs**. All logistics and logistic costs—from shipping/receiving to the actual repairs—are handled by Trafera’s in-house staff at our Minnesota technical facilities. Maintaining your devices truly couldn’t be simpler.

Compare Warranties	 TRAFERA SILVER (Similar to OEM warranty)	 TRAFERA GOLD (Trafera default warranty)	 TRAFERA PLATINUM (Premium coverage)
DEDUCTABLE	\$0	\$0	\$0
HARDWARE FAIL	✓	✓	✓
SEND PARTS FOR REPAIR	✓	✓	✓
ACCIDENTAL DAMAGE PROTECTION		✓	✓
SPARE PARTS ON-SITE			✓
THEFT/LOSS			✓
PER DEVICE LIMIT ON ADP	N/A	1	Unlimited
SHIPPING	We pay return shipping	We pay shipping both ways	We pay shipping both ways
BATTERY			1 Year Laptop/3 Year New Chromebook (1 replacement each)
STYLUS/EMR PEN/APPLE PENCIL	N/A	1 per device*	1 per device*



Trafera Warranty Summary



Trafera Silver Warranty 1-4 Year Warranty

- \$0.00 Deductible
- Hardware Fail Covered
- Send Parts for Repair
- We Pay to Return Shipping
- Extended Battery Coverage



Trafera Gold Warranty 1-4 Year Warranty

- **Includes Accidental Damage Protection (ADP)**
- Comes Standard on all Chromebooks & Laptops
- \$0.00 Deductible
- Hardware Fail Covered
- Send Parts for Repair
- We Pay to Ship Both Ways
- Stylus/EMR Pen/Apple Pencil*



Trafera Platinum Warranty 1-4 Year Warranty

- **Includes Accidental Damage Protection (ADP)**
- Comes Standard on all Chromebooks & Laptops
- \$0.00 Deductible
- Hardware Fail Covered
- Send Parts for Repair
- We Pay to Ship Both Ways
- Extended Battery Coverage
- Stylus/EMR Pen/Apple Pencil*
- Spare Parts On-site
- Theft / Loss

Terms and Conditions

The Warranty is limited to an individual user accidental damage incident that renders the system unusable. The Warranty does not include preventative maintenance, so you should maintain the system or device in accordance with the manufacturer instructions. ADP is not intended to, and does not, protect multi-system damage events nor does it protect against the following: general use wear-and-tear, cosmetic wear, vandalism, human/natural disasters (including, but not limited to: fire, smoke, flood, power surge and storm-related damages) and laptop battery replacement. Platinum Warranty coverage on laptop batteries is three years (on new mobile devices only) with one battery replacement from the date of purchase.

Repairs and/or replacements may be fulfilled with new or reconditioned equipment. Reconditioned equipment may have minor cosmetic flaws. Replacement of accessories may be with generic or non-original manufacturer accessories. If the exact model is not available, the replacement will be of the like kind and quality but you will be notified in advance if a different model is to be returned.

Trafera will use reasonable efforts to amicably resolve any disputes with respect to our Warranties. If you have any issues or problems with our Warranties or your customer experience working with Trafera, we welcome and invite you to contact your sales and/or customer service representatives to reach a positive outcome.



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Contact Trafera for more information