Chrome Hero

ChromebookParts.com

Chrome Hero ADP Warranty

ChromebookParts.com offers up to a 4-Year ADP Device Warranty for select Chromebook models, providing schools with long-term protection, predictable budgeting, and a reliable path to device longevity.

Chrome Hero delivers an average 2-week turnaround on repairs for Dell, HP, and Lenovo devices, helping minimize classroom downtime. Coverage includes exclusive access to a dedicated parts closet, along with self-repair credits to support in-house tech teams (exclusions apply).

With Chrome Hero, device protection becomes an investment in uninterrupted learning by providing priority access to an extensive parts inventory, fast and consistent repair turnaround times, and the convenience of a centrally located depot repair center that streamlines shipping and processing.

WARRANTY COVERAGE	OEM+	SIDEKICK	HERO
DEDUCTIBLE	$0	$0	$0
HARDWARE FAILURE	✓	✓	✓
ACCIDENTAL DAMAGE PROTECTION		✓	✓
PER DEVICE REPAIR LIMIT	1	$300	Unlimited
SPARE PARTS ON-SITE		✓	✓
THEFT/LOSS*			<2%
INCLUDED SHIPPING	Return Shipping Covered	Shipping Both Ways	Shipping Both Ways
BATTERY	1-Year OEM	1-Year OEM	3-Year on Chromebooks *Exclusions Apply
AC ADAPTER	Not Covered	MFG Defect + 1 ADP Incident	4-Year on Chromebooks *Exclusions Apply

***Policy Exclusions Apply. Policy Can Be Tailored To Specific Needs. See Your Rep For Details**

Term Options & Pricing

SideKick	Non-Touch Price	Touch Price
1-Year Plan	$35	$45
2-Year Plan	$55	$75
3-Year Plan	$70	$90
4-Year Plan	$85	$105

Hero	Non-Touch Price	Touch Price
1-Year Plan	$39	$49
2-Year Plan	$69	$89
3-Year Plan	$85	$105
4-Year Plan	$99	$119

HIGHER GROUND Protected By Higher Ground

Learn More & Get Started Today!

customersupport@chromebookparts.com

1-651-998-9760

Terms and Conditions

PC Parts Plus, LLC (dba “ChromebookParts and ChromebookParts.com”) offers extended limited warranty coverage for select products purchased directly from ChromebookParts, as listed on your sales quote or sales order. The warranty coverage period begins on the date the product and/or warranty is shipped and continues through the expiration date specified on your ChromebookParts sales order. This warranty applies solely to the original purchaser and is non-transferable.
This limited warranty may overlap with other coverage provided by manufacturer warranties or third-party insurance. Purchasing a warranty is not a requirement to buy a device or product from ChromebookParts. For support relating to manufacturer warranties, please reach out directly to the manufacturer.

COVERAGE:

If a valid claim is submitted and, after inspection, is confirmed by ChromebookParts, the company will, at its sole discretion, either repair or replace the defective item at no cost. Accidental Damage Protection (ADP) is included only under Sidekick and Hero warranty plans and applies strictly within the designated coverage timeframe from the date of initial purchase or warranty agreement. Warranty periods differ based on product type and the specific coverage selected, as indicated on your ChromebookParts sales order.

* Stylus/EMR Pen/Apple Pencil replacement excludes lost or stolen units. ChromebookParts will only replace manufacturer-defective or ADP-covered damaged units with a required pre-return of the damaged item.
** AC Adapter replacements exclude lost or stolen units. Manufacturer defects or ADP-related incidents are covered during the warranty period (Sidekick and Hero plans only).
*** Theft/loss coverage limited to 2% of total units purchased in one transaction (Hero plan only). A police report is required for theft claims. Devices must be disabled via Google Admin Console upon reporting.

CLAIM LIMITS: The warranty is limited to a single instance of accidental damage affecting the functionality of the device or posing a safety risk to the user. It does not cover cosmetic damage or preventive maintenance; users are expected to maintain the device in accordance with the manufacturer’s guidelines. ADP does not cover multi-system damage events or the following: normal wear and tear, cosmetic damage, vandalism or intentional damage, insects, biohazards, human or natural disasters (including but not limited to fire, smoke, flooding, power surges, and storm-related damage), or laptop battery replacement.
Any modifications or treatments to the device that fall outside the manufacturer's recommendations are not covered under a ChromebookParts warranty. For Hero warranty coverage, Windows laptop batteries are covered for one year, and Chromebook batteries for three years (applicable to new mobile devices only; post-sale warranties provide coverage for manufacturer defects only), with eligibility for one battery replacement from the date of purchase.
Coverage for AC adapters and stylus/EMR pens/Apple Pencils under Sidekick and Hero warranties is limited to manufacturer defects and includes one ADP incident per original device serial number, requiring the return of the damaged unit (post-sale warranties provide manufacturer defect coverage only).
Coverage for theft or loss is limited to up to 2% of the total number of units purchased at one time or under a single warranty agreement (applicable to Hero warranties only; theft/loss is not covered under post-sale warranties). Theft claims are limited to 2% and loss claims to 0.5% of the total number of devices per transaction. Total cumulative coverage cannot exceed 2%. ChromebookParts does not cover replacement of lost or stolen stylus/EMR pens, Apple Pencils, or AC adapters.
For theft-related claims, a police report must be submitted to ChromebookParts within 15 days of the incident. For loss claims occurring between September and May, a loss document may be required within 15 days. Loss claims between June and August must be submitted within 3 months of the incident. Coverage is limited to one theft or loss incident per device.
Additionally, in the event of theft or loss, the customer must disable (lock) the device in the Google Admin Console. A replacement device issued under the ChromebookParts warranty for theft or loss will not receive new warranty coverage but will instead continue under the original warranty’s remaining term. Please contact your ChromebookParts sales representative to purchase extended warranty coverage for the remainder of the original term.

DEDUCTIBLE:

No deductible or service fees apply for any valid repair or replacement under this warranty.

ADDITIONAL EXCLUSIONS:

This warranty excludes:

- Failures already covered by manufacturer warranties or recalls
- Devices operating past their Auto Update Expiration (AUE)
- Bugs, infestations, and biohazard-related damages
- Use of unauthorized parts not supplied by ChromebookParts

In cases of bug/biohazard contamination, the device may be deemed unsafe for return and will be responsibly disposed of. Such replacements may count as a “lost” unit under theft/loss coverage (Hero only).
If the device serial number is worn off due to regular use, coverage still applies with proper identification at time of repair. If removed maliciously, the warranty is void.
For post-sale warranties, a certification document is required including serial numbers, deployment date, and device condition. Claims are limited to 10% of devices under post-sale warranty within the first year.

WARRANTY SERVICE & CLAIMS:

To file a claim:

- Call ChromebookParts Customer Support: 1-651-998-9760
- Submit online: Warranty Claim Form

Device Preparation:

- Chrome OS: Must be unenrolled from Google Admin Console
- Windows: Provide admin credentials and BIOS password if applicable
- macOS: Provide admin credentials and remove any device management profiles

Un-enrolled or un-prepared devices may be returned un-repaired. Devices should be returned using the prepaid shipping label provided by ChromebookParts. Failure to return the original unit may result in additional charges. All repairs are completed at ChromebookParts service centers. Data loss may occur during service, and ChromebookParts assumes no responsibility for lost data—please back up your device before submitting. Replacements may be new or refurbished, and may include minor cosmetic flaws and generic accessories. If the original model is unavailable, an equally comparable replacement will be provided, and you will be notified in advance. ChromebookParts will use reasonable efforts to amicably resolve any disputes with respect to our warranties. If you have any issues with our warranties or your customer experience working with ChromebookParts, we welcome you to contact your sales or customer service representative.

LIMITATION OF LIABILITY:

NO WARRANTIES EXIST BEYOND THOSE EXPRESSLY DESCRIBED HEREIN. ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY.
SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR THE EXCLUSION OF INCIDENTAL/CONSEQUENTIAL DAMAGES, SO THESE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty grants you specific legal rights and you may also have additional rights depending on your state.