

# Verizon Home Device Protect

This is the last warranty you'll need  
for your connected home products.



Protection, support and more for virtually all  
your home tech.



Repair or  
replace eligible  
home products



24/7 security  
& support



As soon as  
same-day service



2 in-home expert  
visits every  
12 months



Optional  
installations for  
\$49 per product



And  
more

Limitations and exclusions apply. Please see inside for details.

verizon<sup>v</sup>

asurion

# Hassle-free repair or replacement

From TV breakdowns to spills on laptops, if your eligible home entertainment or smart home product experiences a covered breakdown, we'll repair or replace it for you.<sup>1</sup>

- No matter where you bought it or the brand
- Regardless of how old it is<sup>2</sup>
- Even without a receipt or registration



## Next-day product shipping

We use UPS Next Day Air to make sure your repaired product gets back home as quickly as possible.



## Same-day in-store repairs

You can drop your tablet, laptop and gaming console off at a convenient uBreakiFix location and get it fixed as soon as that same day.<sup>3</sup>



## UPS Store drop-off

If a product needs to be shipped for repair, bring it to your local UPS Store and they'll pack, label and ship it for you.



## Fast, digital payout

If we cannot repair your product, we may replace it or you can receive a digital payout in as little as 30 minutes through options like PayPal and Venmo.

<sup>1</sup> If we determine that we cannot service your product as specified in this plan, we may replace it with a replacement product, or we may, at our discretion, issue you a gift card or check based on the replacement value, age and condition of the product, as determined by us, immediately prior to the breakdown.

<sup>2</sup> To be eligible for coverage under this plan, eligible product must be equipped with a Windows Operating System version Windows 8.1 or newer or Android version 1.6 or newer, and Apple computers which are equipped with an Apple Operating System version OS X (10) or newer, or a Chrome Operating System version 35.0 or newer.

<sup>3</sup> Eligibility depends upon product model. Same-day repair availability depends on customer location, parts and technician availability, and time of claim approval.



The average home contains

**\$5,000**

worth of home technology products.<sup>†</sup>

Protect them for just **\$25/month**.<sup>1</sup>

<sup>†</sup> Total device value based on 2018 Consumer Technology Ownership Report, published by CTA. Device price estimates based on category medians from nationwide retailer.

Verizon Home Device Protect covers an unlimited number of eligible home entertainment, home office, wearable and smart home products. Get coverage for breakdowns and malfunctions on eligible products.<sup>2</sup>



## Home entertainment

- TVs (LCD, plasma or LED)
- Home theater systems
- DVD & Blu-Ray players
- Gaming systems
- Audio/video streaming devices<sup>3</sup>



## Smart home products

- Smart thermostats
- Smart door locks
- Smart video doorbells
- Smart smoke & carbon monoxide detectors
- Smart light dimmers



## Home office

- Desktop computers<sup>4</sup>
- Printers<sup>5</sup>



## Portable devices<sup>7</sup>

- Laptops<sup>4</sup>
- Tablets<sup>4,6</sup>
- Smart watches<sup>6</sup>
- Premium audio headsets
- Portable gaming devices
- Portable DVD players
- Health & fitness bands

### See Terms and Conditions for a full list of eligible products.

<sup>1</sup> Plus applicable taxes. Limitations and exclusions apply. See Terms and Conditions before enrollment. Monthly charge noted excludes any service fee that may be required when you file a claim.

<sup>2</sup> The maximum amount that will be covered for a repair or replacement of a covered product claim is \$2,000; and the maximum amount we will pay for all claims in any 12 month rolling period (beginning with your first claim) is \$5,000.

<sup>3</sup> Excludes any Verizon branded or provided home router.

<sup>4</sup> To be eligible for coverage under this plan, eligible product must be equipped with a Windows Operating System version Windows 8.1 or newer or Android version 1.6 or newer, and Apple computers which are equipped with an Apple Operating System version OS X (10) or newer, or a Chrome Operating System version 35.0 or newer.

<sup>5</sup> Excluding 3-D or specialty/crafting printers.

<sup>6</sup> If not already covered by any of the Verizon Wireless Device Protection options.

<sup>7</sup> Coverage on eligible portable electronics includes accidental damage from handling, including drops, cracks and spills.

Please see a representative if you have questions.

# 24/7 tech support and digital security tools



## Hassle-free support

Verizon Home Device Protect customers get fast, 24/7 access to experts who can answer virtually any question about home tech. From setting up a smart TV to figuring out how to launch a video chat, get help in seconds using our app, through chat or by phone.<sup>1</sup>



## Security Advisor<sup>2</sup>

24/7 access to Security Advisor experts who can help you resolve security vulnerabilities that can impact your identity and online privacy. Experts are just a tap away to help answer questions or provide step-by-step instructions to optimize your Digital Secure privacy and security tools.

Download the apps today:



## Tech Coach<sup>1</sup>

1-tap access to 24/7 expert support, personalized device tips and self-help tech guides to help you get the most out of Verizon Home Device Protect.



## Digital Secure<sup>3</sup>

Avoid risky websites, safeguard your data when connected to public Wi-Fi and receive ID theft alerts by downloading the Digital Secure app.

<sup>1</sup> The Tech Coach app collects data from the user's device to facilitate certain Tech Coach Home services, including but not limited to the tap-to-call, tap-to-chat, and device optimization and insights functionalities. This data is used solely for Tech Coach services. The Tech Coach app is provided by Asurion Mobile Applications, LLC. For complete details, see the Tech Coach Home terms of service. Device must be on and within the Verizon Wireless Data Network Coverage Area for the Tech Coach app to function. Data usage applies for download and use. The self-help and proactive support functionalities are available at no charge.

<sup>2</sup> Security Advisor does not provide real-time notification of sensitive data exposure, virus/malware removal, home network hacking mitigation or data loss management. A smartphone is required to download the Digital Secure app; features included vary by device.

<sup>3</sup> A smartphone is required to download the Digital Secure app. Select features may be accessed on tablets and computers. OS restrictions apply; Android 4.4+ and iOS 11+. Enroll in identity theft monitoring via the app. Digital Secure is offered solely by Verizon; Verizon does not monitor all transactions and cannot protect against all identity theft. Customers should contact the three national credit bureaus to monitor their credit report.

# In-home expert visits

Verizon Home Device Protect includes 2 in-home visits every 12 months so you can get the most from your tech in the comfort of your home.<sup>1</sup>

Get help with connectivity issues like connected device setup,<sup>2</sup> in-home network assessment, data security checkups and more.

## Schedule a visit:

- [asurion.com/verizonhomedeviceprotect](https://asurion.com/verizonhomedeviceprotect)
- 1.844.769.1991
- Chat via the Tech Coach app

In-home visits follow all recommended safety measures and health protocols.



<sup>1</sup> Limitations and exclusions apply. See Verizon Home Device Protect Terms of Service for details on these visits.

<sup>2</sup> Does not include TV setup, wall mounting or wiring services. Product installation is not included with an in-home visit, but is available for a \$49/product fee for eligible products.

# Installations made easy

At a fraction of typical retail installation costs, our trusted experts can install virtually any piece of home tech<sup>1</sup> for just \$49/product. We're here for you when you need us.

## You buy it, we install it<sup>2</sup>



Wall-mounted TVs<sup>3</sup>



Smart thermostats



Smart video doorbells



Soundbars



Smart door locks



Smart security cameras

## Installation services include:

- Unbox
- Mount or install
- Set up
- Organize wires and cables
- Connect to Wi-Fi

## Get a quote and schedule an installation:

- Call Asurion at 1.844.769.1991
- Chat via the Tech Coach app



<sup>1</sup> Limitations and exclusions apply.

<sup>2</sup> Installations available in select locations for select products, which are subject to change at any time. Products must be new or fully functioning at the time of installation, and Wi-Fi access must be available for certain products to be installed. Availability of installation services is contingent on certain criteria, including product type, customer location and appointment/technician availability. An adult aged 18 years or older must be present during the installation.

<sup>3</sup> For wall-mounted TVs, customers supply both the TV and mounting brackets, along with access to the wiring needed for indoor installation.

# About Verizon Home Device Protect

Verizon Home Device Protect is the last warranty you'll need for your home entertainment, home office, wearable and smart home products. It provides repair or replacement for an unlimited number of eligible products, plus premium tech support and digital security features.\*

Extended warranty coverage includes coverage for mechanical or electrical failures caused by defects in materials and/or workmanship, normal wear and tear, and power surge for eligible products.

Plus, for certain portable electronics, unintentional and accidental damage from handling, including drops, cracks and spills, is also included.

Limitations and exclusions apply. Please take the time to review the plan Terms and Conditions for full program details, which includes important details about plan coverage, and a binding arbitration agreement (unless state exceptions apply).

Verizon Home Device Protect is \$25 per month (plus applicable taxes).

- A \$49 or \$99 service fee may apply when you file a claim.
- You may cancel at any time and get a prorated refund of your monthly fee.
- If you cancel, you will have 30 days after your cancellation date to file a claim.
- If we determine that we cannot service your product as specified in this Plan, we may replace it with a replacement product, or we may, at our discretion, issue you a gift card or check based on the replacement value, age and condition of the product, as determined by us, immediately prior to the breakdown.

Please note that you must be a Verizon customer to be eligible for Verizon Home Device Protect. Cancellation of your wireless or wireline service may result in termination of Verizon Home Device Protect with notice.

## Home Device Advisor

For those who just want premium tech support for their eligible home products, we offer Home Device Advisor for only **\$15/month** (plus applicable taxes), which includes:

- Fast, 24/7 tech help by phone, chat or app
- 2 in-home visits per 12-month period
- Optional product installation for only \$49 per product install

\* Limitations and exclusions apply. See Terms and Conditions for claim limit and aggregate claim limit.

# Have questions or need to file a claim?

Get hassle-free help with claims, tech questions or enrollment. Head to your online claims portal to get started at:

**[asurion.com/verizonhomedeviceprotect](https://asurion.com/verizonhomedeviceprotect)**

**Or, give us a call: 1.844.769.1991**

You can file an unlimited number of claims in a 12-month period, up to the maximum annual claim limit amount of \$5,000 per household and \$2,000 per individual claim. There is a 30-day waiting period to file a claim, which begins on the date of your enrollment. If applicable, a \$49 or \$99 service fee will apply when you file a claim. You can access to technical support and home visits on the date of your enrollment.

**\* To view the full Program Terms and Conditions, you may do one of the following before you enroll:**

1. Scan the QR code
2. View and download online at **[asurion.com/verizonhomedeviceprotect](https://asurion.com/verizonhomedeviceprotect)**
3. Ask your sales representative, or
4. Call 1.844.769.1991



We will also provide you the full Terms and Conditions after enrollment.

## Who is Asurion?

Verizon Home Device Protect is offered in partnership with Asurion, a trusted provider for total tech protection, support and more.

For more than 20 years, Asurion has helped over 300 million people unlock the power of their technology, making their lives easier and their tech a lot more amazing.

**asurion**

★★★★★ 4.8 AVG  
13 million reviews & growing\*

\*2020 Asurion Data, based on overall customer satisfaction survey data from 2013-2020



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