



How do I Report a Claim?

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1 Call eSecuritel Customer Care Center at (844) 834-5583
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2 Return your unlocked & damaged device to eSecuritel using the shipper of your choice
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3 Receive Your reimbursement or replacement!

Note: Reimbursement or replacement is at the sole discretion of eSecuritel.

eSecuritel Service Warranty Agreement

eSecuritel's Service Warranty Agreement covers incidents of malfunction, including mechanical and electrical failure, and accidental physical and liquid damage.

Extended Warranty or Service Contract ("Agreement")
If you purchased your Wireless Device, as stated on the receipt, in CT, DC, FL, IN, LA, ME, MA, MI, NJ, NC, PA, RI, or SD, this Agreement is an extended limited warranty. Otherwise, it is a service contract. **THIS SERVICE WARRANTY AGREEMENT IS NOT A CONTRACT OF INSURANCE.**

Service Fee & Processing Fee:
You do not have to pay a Service Fee for this coverage. If you file a claim, you will be responsible for paying a Processing Fee. The per replacement Processing Fee is based on the model of your Wireless Device when you initially purchased it and is non-refundable. Your processing fee is \$149.00.

Term Period

The term period for coverage is twenty four (24) months from the date you had your device treated with Watersafe or Liquipel 360. Coverage for accidental physical and liquid damage is effective immediately and there is no wait period to file a claim. You will be eligible to file an extended warranty service contract claim either: (1) 365 days (12 months) after the device purchase date or (2) the date your original manufacturer's warranty expires, whichever comes first.

Coverage Limitations

\$1,000.00 per claim; one (1) claim within a twenty four (24) month period.

Purchaser & Seller

The Purchaser ("Subscriber") of this Agreement is the owner of the covered equipment. The Seller of this Agreement is listed on your receipt.

Service Warranty Provider & Administrator

All States except FL, OK & WA
eSecuritel Holdings, LLC
P.O. Box 03
Alpharetta, GA 30009

Florida & Oklahoma
Lyndon Southern Insurance Company
10151 Deerwood Park Boulevard
Building 100, Suite 330
Jacksonville, FL 32256

Washington
Dealers Alliance Corporation
3518 Riverside Drive
Upper Arlington, OH 43221

Other Material Disclosures

This brochure contains a summary of information regarding the eSecuritel Service Warranty Agreement and is not a full and complete version. Some provisions may differ by state based upon applicable state law. PLEASE READ THE COMPLETE SERVICE CONTRACT OR EXTENDED LIMITED WARRANTY CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. For more information or to obtain a complete copy of this Agreement, visit www.esecuritel.com/liquipel/terms.pdf or call (844) 834-5583.

The obligations of eSecuritel under this Agreement are backed by the full faith and credit of eSecuritel's parent company Brightstar Corp. (9725 NW 117th Ave, #300, Miami, FL 33178 (305-421-6000) except in the states listed below where the obligations are insured pursuant to a service contract reimbursement insurance policy issued to eSecuritel. If eSecuritel does not perform its obligations hereunder within sixty (60) days after the Subscriber files a claim with eSecuritel, the Subscriber is entitled to file a claim directly with insurer indicated for the customer's state at the below address.

GA:
Insurance Company of the South, 10151 Deerwood Park Blvd, Bldg. 100 Ste. 330, Jacksonville, FL 32256 (1-800-888-2738)

CA & WI Customers:
Dealer Assurance Company, 3518 Riverside Drive, Upper Arlington, OH 43221 (1-800-282-8913)

CT, FL, OK, and UT Customers:
Lyndon Southern Insurance Company of the South, 10151 Deerwood Park Blvd, Building 100, Ste 330, Jacksonville, FL 32256 (1-800-888-2738)

WA Customers: Dealers Alliance Corporation, 3518 Riverside Drive, Upper Arlington, OH 43221 (1-800-282-8913)

The coverage provided under this agreement is only valid for the original registered device. Coverage is not transferable to another person or Wireless Device. The coverage limitations of this agreement are inclusive of the maximum retail value of accessories.

If you reside in Washington, the limit to the number of claims allotted under this Extended Warranty Agreement is not applicable.

Electronic Communications: If you have or in the future provide your email or other electronic address to eSecuritel and its partners involved in administering this program, we may communicate program information and legal notices with you through electronic means to the last address we have on file.

Liquipel Device Protection		
Device Model	Phone with Watersafe or Liquipel 360	Tablet with Watersafe or Liquipel 360
Processing Fee	\$149.00	
Your Processing Fee is based on the the model of your mobile device or phone. The Processing Fee must be paid before you receive your reimbursement or replacement equipment and is non-refundable. All program costs, charges, and fees are subject to applicable tax.		

What's Covered?	If you had your device treated with Watersafe or Liquipel 360, our comprehensive program covers incidents of malfunction, including mechanical and electrical failure, and accidental physical and liquid damage.
What's Not Covered?	While our program covers more than you can imagine, there are a few exceptions. Any normal wear and tear, pre-existing flaws, or cosmetic damage is not covered. Have questions or need more details? Your terms & conditions have the full details on what can and can't be reported. Find details at www.esecuritel.com/liquipel/terms.pdf .
When Am I Covered?	Coverage starts as soon as you have your device treated with Watersafe or Liquipel 360.
When do I File a Claim?	Coverage for accidental physical and liquid damage is effective immediately and there is no wait period to file a claim. You will be eligible to file an extended warranty service contract claim either: (1) 365 days (12 months) after the device purchase date or (2) the date your original manufacturer's warranty expires, whichever comes first.
How do I File a Claim?	Our claims process can be completed over the phone. Call toll free: (844) 834-5583. Keep your proof of purchase, as it may be required at the time of the claim. You will receive an email with instructions about how to return your damaged device.
What Are the Claim Limits?	Our program allows 1 replacement within a 24 month period of having your device treated with Watersafe or Liquipel 360. The plan also allows up to \$1,000.00 per claim, inclusive of accessories.
What will I Receive for an Approved Claim?	Claims may be fulfilled via reimbursement or with new or reconditioned equipment, at our sole discretion. Any reimbursement or replacement device will be mailed to the address you provide. The reimbursement amount will be the open market value of your claimed device at the time we receive your unlocked and damaged device less the processing fee and any applicable taxes. Any new or reconditioned equipment will be of like kind and quality if the exact make, model and/or color is not available.
How Much Does it Cost?	Liquipel Device Protection is included in your Liquipel purchase. You will pay a processing fee if you ever need to file a claim.
Do I Need to Unlock my Damaged Device Before Sending it to eSecuritel?	Yes, If you have an apple device you will need to disable the Find My iPhone app and/or remove the device from your iTunes account before shipping it to eSecuritel. If the device is received locked, the device will be returned to you and the claim will not be approved unless you return the unlocked claimed device within the 60 day claim fulfillment deadline.
Still Didn't Find What you Were Looking For?	Our Customer Care Representatives are here to assist. Call us at (844) 834-5583 Monday through Friday 8AM – 6PM ET.

Visit <http://www.esecuritel.com/esecuritel-privacy> for our privacy statement.

