



CTL WARRANTY AND SERVICE PLANS

Protect Your Investment and Your Uptime


Receive OEM-quality protection and expert 1:1 service when you purchase warranty and service plans from CTL.


When it comes to safeguarding your Chromebook investment, CTL leads the industry with the most comprehensive set of warranty and service plans available. CTL's personalized, friendly service delivers the quality levels only an OEM can offer to ensure minimal downtime and maximum piece of mind.


CTL offers a variety of options and will work with you to tailor a plan that meets your program's specific needs.


The Features You Need, All Included


All warranty plans include CTL's exclusive signature services:


 5-day service turnaround guarantee

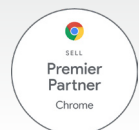
 Genuine OEM parts on CTL devices

 Zero deductibles

 24/7 spare part purchase portal

 1:1 support and care via phone, email, and/or online chat from dedicated technical specialists

 Included battery and AC adapter coverage



Craft the Perfect Fit

Customizable warranty & service plans for your program

Work with your CTL account manager to create and price the plan that works for you.

Feature	Standard Warranty	Accidental Damage	Complete Suite
Description	Standard manufacturer's warranty included with new CTL devices.	Includes the standard warranty plus one major accident (screen or mainboard) per device, per year. Minor accidental damage covered every year.	Includes Accidental Damage plus parts and labor, 2-way-shipping, and premium battery service every year.
Length of time available	1, 2, 3, or 4 years	1, 2, 3, or 4 years	3 or 4 years
Parts & labor	Included 1 year	Included all years	Included all years
Included 2-way shipping	1 per year included	1 year included Additional year shipping add-ons available	Included all years
Premium battery service	1 per year included	1 per year included Additional year add-ons available	1 per year included

Additional Warranty and Service Plan Elements

Work with your account manager to customize your warranty and service plans with these additional options.

Education Value Pack

A 3-year plan including license bundling, free 2-way RMA shipping, and premium battery service.

Enhanced ZTE Provisioning Packages

Get white glove service to smooth out-of-the-box startup.

Out of warranty? No problem.

Our accident packs can keep your CTL equipment up and running for longer.

Empower Success with ChromeOS

CTL helps education and enterprise organizations innovate what's next with award-winning technology products and services. We're solution finders, creating tailored solutions delivered with nimble responsiveness to help you innovate your next program. CTL is a Certified B Corp™ for our commitment to sustainability and social responsibility.

View all Warranty Plans and Conditions



ctl.net/pages/warranty

