



## H50 Terminal Replacement Program Overview

### **Who is providing the Wireless Device Protection Service?**

The Wireless Device Protection Service is provided by the Mobile Device Protection Association, LLC. (MDPA), PO Box 880428, Boca Raton, FL 33488. MDPA has more than 23 years of experience in providing wireless device protection.

### **How long is my wireless device covered by my Device Protection Service?**

The Wireless Device Protection Service will cover the protected wireless device for 12 months as of the date of signup. The date of signup is the date that your new Point of Sale Terminal is activated by the authorized online agent.



### **What is covered by Wireless Device Protection Service?**

The entire covered wireless device, original electronic accessories and batteries provided within the original manufacturer's box - not including aftermarket accessories purchased with the covered wireless device - are covered for repair or replacement, as determined solely by MPDA. The protected wireless device and original accessories are covered up to the replacement value guaranteed by the Wireless POS Device manufacturer. If a covered item is not available for replacement, you will be offered a model of similar value.

### **What is not covered by Wireless Device Protection Service?**

The following are not covered by Wireless Device Protection Service:

- Your SIM card and any additional optional accessories that you buy.
- The loss real or perceived of data, time, financial opportunity, or any other consequence arising from the loss of the use of the wireless device.
- Normal wear and tear of the wireless device.
- Dishonest acts by member.
- Non-functional damage, i.e.; marring, scratching, chipping, unless caused by theft or attempt threat.
- Liquid damage or due to loss in a body of water.
- Pervasive corrosion.
- Negligent loss and unexplained disappearance, such as leaving your device unattended or unsecured, or loss due to voluntary surrender to a third party.

- Theft from any premises or vehicle when not reasonably secured (ex vehicle windows and doors must be closed and locked).
- MDPA may request a police report for all lost or stolen wireless devices

**Are there exceptional cases for which phones and accessories are not covered?**

Wireless Device Protection Service does not cover your wireless device and accessories when it is in transit either through postal or courier services. We suggest that you get insurance for your shipping package, in case you are transporting the wireless device through mail or courier service. Additionally, equipment is not covered outside the continental USA and Canada.

NOTE: Coverage is only provided to Wireless POS Terminals which have been verified as "active" and "on-line". Once reported as "stolen" or "lost" units will be immediately and permanently deactivated by the processor and will be of no further use.

**How is a Request for Service (RFS) made?**

- We've streamlined this process so that, in most cases, an RFS can be made entirely online through our website. Login using your member number and POS Wireless Device serial number. You will be guided through the simple process of arranging for repair or replacement. In the event of a lost or stolen wireless device, a copy of your police report must be submitted with your RFS to avoid delay.

- If you are unable to login to file your RFS, please download this Request for Service Form and send it via fax to 561.721.0385 or via email to: [customer.support@mobiledeviceprotection.com](mailto:customer.support@mobiledeviceprotection.com) or print and mail to MDPA, LLC, PO Box 880428, Boca Raton, FL 33488.

**How long does it take to process a filed Request for Service (RFS)?**

It takes up to 2 business days to process the RFS, and at least 5 business days for a repair RFS. No loaner or replacement equipment is provided during this period.

**When can my Request for Service (RFS) be rejected?**

If MDPA deems that the RFS is fraudulent, i.e. considering the incidental explanation not reasonable, or replacement RFS' are not filed with required documentation, or for the reasons stated under "What is not covered" and under "Exceptional cases". The online website of MDPA, [www.mobiledeviceprotection.com](http://www.mobiledeviceprotection.com) will help to further explain the process and Association.

**What if I change my wireless device during my coverage period?**

If you do change your covered wireless device to a different wireless device during the first 30-days of Device Protection Service, you will have to contact MDPA to update our records with your new wireless device's serial number.

**Can I cancel my Wireless Device Protection Service membership, and can I get my money back?**

You may cancel your Wireless Device Protection Service at any time as long as you have not placed a Request for Service. To do so, you must request the cancellation in writing to Mobile Device Protection Association, LLC, PO Box 880428, Boca Raton, FL 33488, Attn: Membership Processing. MDPA will refund a pro-rata amount of your unused coverage period. In addition, MDPA has the right to cancel your Device

Protection Service as long as the customer receives the proper notification and a pro-rata refund. Any cancellations by MDPA will not affect on-going requests and will include a pro-rata refund, except in cases where the cost of a member's repair/replacement has reached or exceeded 95% of MDPA's maximum liability of \$300, in which case there will be no refund.

**What if the service carrier does not approve me for wireless service?**

Your Wireless Device Protection Service starts with the activation of your wireless point of sale terminal. Thus, if the service provider does not approve your application for service, your Wireless POS Terminal will not be activated and your Device Protection Service will not start. You will not be billed in this circumstance.