



## Ingram Micro | Product Protection Plan

### How to Get Started

Partnering with Ingram Micro to offer on-site service is simple. The entire initiation process can be completed in only three to five business days. To sign up, follow these steps:

1. Place an order with your Ingram Micro sales representative by calling (800) 456-8000.
2. On the next business day, Warranty Corporation of America (WaCA) will send you an e-mail with:
  - a. A link to a web site that contains a mandatory, one-time reseller agreement and a downloadable service provider agreement (for self-servicing resellers only)
  - b. The product protection plan contract number
  - c. The terms and conditions document

### How to Place a Service Call

You or your customers can call (800) 320-2783, Monday-Friday, 8 a.m.–8 p.m., Eastern time.

### Depot Express Service

All laptops and some peripherals purchased for less than \$249 are serviced via Depot Express. Prepaid cartons with labels are delivered to the product location on the next business day; shipping insurance is provided, and the product is returned to the pick-up location.

To use Depot Express, you'll follow the same process as when placing a service call. Contact a representative at (800) 320-2783, Monday-Friday, 8 a.m.–8 p.m., Eastern time.

## 3 YEAR PLANS FOR NEW PRODUCTS

### AFFORDABLE ON-SITE/DEPOT EXPRESS SERVICE AVAILABLE TO ALL U.S. INGRAM MICRO RESELLERS

The Ingram Micro Product Protection Plan provides next-business-day, on-site/Depot Express service for your customers' laptops, desktops, servers and peripherals, without any manufacturer restrictions.

Offered at competitive prices, these programs increase your servicing opportunities and provide the optimal experience for your customers.

### Offer More, Gain More

When you sell an Ingram Micro Product Protection Plan, you'll be able to service your customers' equipment, further increasing your revenue streams. By providing this high-demand service, you'll ensure that your customers' mission-critical IT assets are always covered. As a result, you'll experience greater customer entanglement and capture more sales related to the initial installation.

### What's Included?

This affordable plan covers all manufacturers' laptops, desktops, servers and peripherals. Coverage includes parts/labor and on-site or Depot Express service. Key features:

- Three-year term
- Next-business-day service
- On-site service for desktops, servers and peripherals
- Depot Express service for laptops and some peripherals valued under \$249
- Coverage beginning on day 31
- Choice of personally servicing your customers' plans or using an established network of more than 2,000 available service providers



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## Ingram Micro White Box Service Plans

Ingram Micro offers three on-site plans for system builders' desktops and servers:

1. 36-month term, on-site, next-business-day, with coverage beginning on day 31
2. 36-month term, on-site, same-day/four-hour service, with coverage beginning on day 31
3. 12-month term, on-site, next-business-day, with coverage beginning upon expiration of the shortest portion of the manufacturer's warranty

## The Ingram Micro Product Protection Plan enables you to:

- Cover multimanufacturer installations from a single provider
- Streamline contract management and tracking by covering installations with the same start- and end-term dates for all products
- Commit to next-business-day service to minimize downtime
- Provide on-site service for customer convenience
- Combat cost objections to higher-priced manufacturer warranties
- Cover installations in all 50 states
- Reduce exposure to product-failure risks
- Provide reliable service from an established, A-rated service provider

## About the Warranty Corporation of America (WaCA)

As an Ingram Micro reseller, you're eligible to become a WaCA-authorized service provider and designate yourself as the preferred servicing reseller. Or, you may choose to use the established network of more than 2,000 WaCA-authorized service providers with coverage in all 50 states. As the largest supplier of service contracts in the United States since 1985, WaCA diagnoses 92 percent of problems on the initial service call.

## Frequently Asked Questions

- **Does the Ingram Micro Product Protection Plan offer coverage for products out of warranty?**  
No out-of-warranty coverage is currently available.
- **What if a product is more expensive than the SKUs provided?**  
We do not provide plans for products purchased for more than the SKU prices.
- **Can I buy these plans for hardware purchased from another distributor?**  
Yes, as long as the service plan is ordered within 15 calendar days of the hardware purchase.
- **How does the service contract get registered?**  
You or your customer may register Ingram Micro Product Protection Plans.
- **Are there any deductibles associated with this plan?**  
No. There are no additional out-of-pocket expenses.
- **Does this plan include surge protection?**  
Yes.

## PERIPHERALS COVERED

- Bar code readers
- Card readers
- CD drives
- CRT monitors
- Docking cradles
- External hard drives
- Flash memory
- Floppy disk drives
- Game controllers
- Graphic tablets
- Keyboards/mouse
- LCD monitors
- Memory adapters
- Memory sticks
- Modems
- Monitors with TV tuners
- Multifunction devices
- Network attached storage
- Networking bridges/routers
- Networking hubs/switches
- Pointing devices
- Print servers
- Printers
- RAID controllers
- Remote controls for slide projectors
- Scanners
- Sound stations
- Tape drives
- TV tuners

## CONTACTS

To request a service provider agreement or a reimbursement schedule, please call (888) 212-4822, e-mail [ingrammicroservice@waca.com](mailto:ingrammicroservice@waca.com) or visit <http://imsa.waca.com>.

To place a service call, please call (800) 320-2783.

For additional information, call your Ingram Micro Services sales representative at (800) 456-8000.