



Terms and Conditions

Complete Cover.
Zero Compromise.

Terms and Conditions

1. Introduction

These Terms and Conditions govern the provision of Edutech Shield ("Shield") by Edutech Zone Ltd ("Edutech", "we", "us" or "our").

Shield is a maintenance and support service contract designed specifically for educational devices.

Shield provides repair, maintenance, accidental damage support, mechanical breakdown support, replacement management and associated support services intended to help keep devices operational throughout their intended educational lifecycle.

By purchasing, receiving or benefiting from Shield, you agree to these Terms and Conditions.

2. Regulatory Position

Edutech Shield is a maintenance and support contract.

Shield is not an insurance policy, insurance contract, warranty extension product or regulated insurance product.

No part of Shield should be interpreted as insurance, underwriting or financial services.

Edutech provides repair, maintenance, replacement management and support services directly under a contractual service arrangement.

3. About Us

Edutech Zone Ltd, Sentinel House, Ancells
Business Park, Harvest Crescent, Hampshire
GU51 2UZ

Company Registration Number: 07368575

Support Portal: <https://edutech.zone/support>

4. Definitions

Accidental Damage means sudden and unforeseen physical damage affecting the normal operation of a Device.

Customer means the individual, parent, school, trust, organisation or other entity purchasing or benefiting from Shield.

Device means the registered item of equipment covered by Shield.

Mechanical Breakdown means sudden electrical or mechanical failure of a Device which prevents normal operation.

Protection Period means the period stated on the relevant order confirmation, invoice, programme documentation or electronic certificate.

Repair Request means a request submitted under Shield for repair, replacement or technical assistance.

RRP means the Recommended Retail Price of the Device at the commencement of the Protection Period.

Support Portal means: <https://edutech.zone/support>

5. Eligibility

Shield is available only for Devices accepted and registered by Edutech.

Edutech may refuse registration where:

- Device ownership cannot be verified.
- The Device has pre-existing damage.
- The Device has been modified.
- The Device has previously been repaired by an unauthorised repair provider.
- The Device falls outside supported categories.

6. Protection Period

The Protection Period begins on the commencement date shown in the applicable programme documentation.

Protection automatically ends upon expiry of the Protection Period unless renewed.

7. Services Included

Subject to these Terms, Shield may include:

7.1 Accidental Damage Support

Including but not limited to:

- Cracked screens
- Liquid damage
- Impact damage
- Damaged keyboards
- Hinge damage
- Charging port damage
- Other accidental physical damage

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Cover applies:

- At school
- At home
- During travel
- During educational visits
- During holidays
- During temporary visits outside the United Kingdom

7.2 Mechanical Breakdown Support

Including:

- Battery failure
- SSD failure
- Charging faults
- Motherboard failure
- Internal hardware failure
- Unexpected electrical failure

7.3 Repair Management

Edutech may:

- Assess repair requests
- Arrange collection
- Arrange repair
- Manage logistics
- Coordinate third-party repair providers
- Return repaired devices

7.4 Replacement Management

Where repair is not practical or economically viable, Edutech may:

- Replace the Device
- Provide a refurbished equivalent
- Provide an equivalent specification device
- Offer an alternative resolution

The method of resolution remains at Edutech's discretion.

8. Learning Continuity

Where included within a school's programme, Edutech may provide:

- Loan devices
- Temporary replacement devices
- Priority repair handling

Learning continuity services vary between programmes and are not guaranteed unless expressly stated.

9. Fair Use Policy

Shield operates under a Fair Use model.

For accidental damage support, the cumulative value of repairs and replacements within any rolling twelve-month period must not exceed the RRP of the Device.

This includes:

- Screen repairs
- Liquid damage repairs
- Component replacement
- Full device replacement

Where cumulative support costs exceed the RRP, Edutech may:

- Offer a contribution arrangement;
- Offer fixed-price continuation support;
- Offer an alternative commercial solution; or
- Decline further accidental damage support during that period.

Mechanical breakdown support remains unlimited during the Protection Period.

10. What Is Not Covered

Shield does not include support for:

10.1 Theft

Theft is excluded unless specifically stated in programme documentation.

10.2 Loss

Lost devices are not covered.

10.3 Deliberate Damage

Intentional or malicious damage is excluded.

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10.4 Cosmetic Damage

Including:

- Scratches
- Scuffs
- Dents
- Discolouration

where functionality remains unaffected.

10.5 Pre-Existing Damage

Damage occurring before commencement of Shield.

10.6 Unauthorised Repairs

Repairs undertaken by:

- The customer
- A third-party repair provider
- An unauthorised service provider

without Edutech approval.

10.7 Accessories

Unless specifically included:

- Chargers
- Cables
- Cases
- Styluses
- Headphones
- Other accessories

10.8 Events Beyond Reasonable Control

Including:

- War
- Terrorism
- Civil unrest
- Government intervention
- Nuclear incidents

11. Customer Responsibilities

Customers must:

- Take reasonable care of Devices.
- Follow manufacturer guidance.
- Use protective cases where required.
- Maintain software updates where applicable.
- Cooperate with repair investigations.

For laptops, tablets and Chromebooks, a suitable protective case or sleeve must be used at all times.

Failure to maintain reasonable protection may affect eligibility for accidental damage support.

12. Submitting A Repair Request

Repair Requests should be submitted through:

<https://edutech.zone/support>

Customers may be required to provide:

- Incident details
- Photographs
- Serial numbers
- Proof of ownership
- Additional supporting information

Repair Requests should normally be submitted within 14 days of the incident occurring.

13. Repair And Replacement Decisions

Edutech reserves sole discretion to determine:

- Whether repair is appropriate.
- Whether replacement is appropriate.
- Whether an alternative resolution should be offered.

Replacement devices may:

- Be new;
- Be refurbished; or
- Differ cosmetically from the original device.

Replacement devices will provide equivalent educational functionality.

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14. Data Responsibilities

Customers are responsible for maintaining backups of all data.

Edutech does not provide a backup service.

Edutech accepts no responsibility for:

- Data loss
- Corrupted files
- Lost software
- Reinstallation of software
- Consequential losses arising from data loss

Customers should ensure all important information is backed up before any repair.

15. Cancellation

Where Shield has been purchased directly by a Consumer, cancellation rights apply in accordance with applicable consumer legislation.

Consumers may cancel within 14 days of purchase unless services have already commenced.

Refunds may be reduced to reflect services already provided.

Business customers, schools and trusts are not entitled to statutory consumer cancellation rights.

16. Complaints

Complaints should be submitted through:

<https://edutech.zone/support> and Edutech will investigate complaints fairly and promptly.

17. Limitation Of Liability

Nothing in these Terms limits liability where such limitation would be unlawful.

Subject to that:

Edutech shall not be liable for:

- Loss of profit
- Loss of revenue
- Loss of business
- Business interruption
- Loss of opportunity
- Loss of data
- Indirect losses
- Consequential losses

Edutech's total liability shall not exceed the original RRP of the Device unless required by law.

18. Changes To Shield

Edutech may amend these Terms where necessary to:

- Reflect legal requirements
- Improve service delivery
- Implement operational improvements
- Improve customer experience

Material changes will be communicated appropriately.

19. Governing Law

These Terms are governed by the laws of England and Wales.

Any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact Details

Edutech Zone Limited, Sentinel House, Ancells Business Park, Harvest Crescent, Hampshire, GU51 2UZ.

<https://edutech.zone/support>