## Chromebook Warranty Options for 2019 -20

Helix Charter High School has partnered with Trinity3 Technology to provide **optional** warranty coverage for Chromebooks.

To support our students and families, we are providing a device warranty program that covers 100% parts and labor, accidental damage, as well as theft of the Chromebook. (**NOTE: Power adapter is not covered**.) Warranty coverage can be purchased yearly, or in multi- year offerings at a discount and Helix staff will handle claims. For those students/parents that do not opt-in to the warranty program, the student shall be responsible for reparation equal to the current replacement cost of the materials and/or repairs. Failure to pay school fines may result in the withholding of grades, extracurricular activities, and/or transcripts.

**Purchase Window:** Freshman early registration can be purchased 4/10 - 4/30/2019 The Chromebook warranty can be purchased between 6/11 - 9/30/2019

**Warranty Options** These plans cover all models of student Chromebooks issued at Helix: Dell & Lenovo.

## Trinity3 Platinum Protection – One Advanced Payment 1

Year Warranty – Including Accidental Damage Protection: \$33.95 (\$33.95/year) 2 Year Warranty – Including Accidental Damage Protection: \$56.99 (\$28.50/year) 3 Year Warranty – Including Accidental Damage Protection: \$80.96 (\$26.99/year) 4 Year Warranty – Including Accidental Damage Protection: \$96.96 (\$24.24/year)

**How to purchase the warranty:** Warranties can be purchase via the Trinity3 Portal at https://www.trinity3.com/Portal/ Instructions are also available

using following link. https://tinyurl.com/TrinityInstructions

**Warranty Terms of Service** The Terms of Service for the warranty is available as a PDF at https://tinyurl.com/TrinityTOS2019

**Questions?** Please contact Betsy Roed or Marry Meek with Trinity3 at 855.862.5120 or send an email to hchs@trinity3.com

## Helix Charter High School Chromebook Warranty Purchasing Instructions

1. Go to: http://www.trinity3.com/Portal/hchs 2. Click on Service Warranty. 3. Select 1, 2, 3 or 4-year warranty and enter QTY then click "ADD TO CART" 4. Upper right hand corner of the screen there should be a shopping cart with a number on it. 5. Click on the Cart to view "Your Shopping Cart" 6. Click "Proceed To Checkout" to enter your Billing Information. 7. Shipping Address should be filled in as:

a. Attention: Student Name Shipping Name: Helix Charter High School Shipping Address 1: 7323 University Avenue City: La Mesa | State: CA | Postal Code: 91941 8. Fill in the Warranty Information.

> a. School Name: Helix Charter High School b. Student Name: Name of Student c. Student ID or Email: Please enter d. Model Number: Dell or Lenovo

\* If your Student has not received a device yet, please enter: **TBD** e. **Serial Number**: Found on bottom of the Chromebook. **Service Tag** (Dell) or **SN**: (Lenovo)

\* If your Student has not received a device yet, please enter: **TBD** 9. Once all the fields are complete, click "**Continue**" 10. You should now see a summary of your order. 11. Towards the bottom of the page, you will see **Payment Type.** Below that will be the **PayPal Checkout** 

button. Click on it to finish your order. (Make sure to allow pop-ups: A new window will open for PayPal.) 12. You can pay with your PayPal account by clicking the **Log In** button or if you don't have a PayPal account,

Fill out the lower portion below **PayPal Guest Checkout.** 13. In the window that says, **PayPal Guest Checkout,** Fill in your Debit/Credit Card information, Name and

Billing should be populated. 14. Under **Contact Information**, make sure Contact Phone and Email is filled in. 15. As you scroll down you will see, **"Save your payment info for faster checkout on this device"** - you don't

have to do this unless you want to create a PayPal account. 16. At the bottom there is a Check box: **Save my payment info and create a PayPal account** - You do not have

to check this box. Only check it if you want to create a PayPal account. 17. Click **Pay Now** to complete your purchase. **18.** You should now be directed back to our website.

**For any questions**, please contact Betsy Roed or Mary Meek with Trinity3 at 855.862.5120 or email at hchs@trinity3.com