

## EASY ACCESS TO EXPERTS FOR ALL YOUR TECH ISSUES

### Avail hassle-free set-up and support services for your laptop.

Choose the right plan to keep your device up and running:

#### Free Setup service:

Got a new laptop and want to make sure you get the setup, right?

Don't worry! We are here to assist you. A good setup and properly backed up laptop ensures peace of mind if ever the device or any of its parts malfunction. Once done, you can then customize your laptop as per your needs.

#### ***How to opt for the setup service?***

- *Step 1: Purchase a Laptop from Croma*
- *Step 2: Receive a call from ZipCare Team*
- *Step 3: Schedule an Appointment for Remote Service*
- *Step 4: Remotely connect with our expert technician who will help set up your laptop*

### **Get your basic needs covered**

Want to be sure you are making the most of your technology or need assistance setting it up? Our Tech experts have you covered! Now utilizing and maximizing your device will be as simple as can be.

#### What's Covered:

- One-time device Setup
  - Device demo & Configuration,
  - Accessories demo
- OS configuration
  - Windows activation
  - MS Office activation (if included with the product)
- Software installation
  - Freeware software installation (licensed versions acquired on request & chargeable basis)
  - Required drivers

#### What's Not Included:

- Hardware repair and replacement support
- Unlicensed software support and related issues
- Cost of software/license
- Any other service required that is not on the covered list

#### What should you have:

- Availability on the scheduled date & time
- A stable Internet connection

Plan Tenure: Plan lapses within 7 days of a product purchase

Category Covered: Laptops of all brands except Apple



## FAQs

### **Is this service valid for all laptop brands?**

This service is valid for all laptop brands except Apple.

### **When will I receive the service?**

You will receive a call from ZipCare Team within 7 days of purchase to set up an appointment for the remote setup assistance.

### **Do the plans cover hardware services as well?**

No. This plan is restricted to activities required to set up your device and does not cover hardware services.

### **How much time will it take for the technician to complete the setup?**

The time taken by the technician to set up the device completely depends on the internet connectivity and the list of free software downloads required.

### **What is the validity of the plans?**

The one-time free service will lapse within 7 days from the date of purchase. It can be availed later at a chargeable basis if needed.