



End-User Warranty Services

Protect mission-critical devices with comprehensive multi-vendor coverage



End-user device failures can significantly hinder employee productivity, with devices more than a couple years old more likely to fail. Managing multiple OEM warranties creates administrative overhead for your IT teams while still leaving critical coverage gaps.

SHI's end-user warranty services can substantially reduce device downtime while consolidating protection across your entire fleet into a single streamlined program.

Solving your biggest challenges

We understand the unique pressures you face in managing and maintaining a fleet of end-user devices. Let SHI's end-user warranty experts alleviate the burden of:

Budget/supply Constraints	 Manage warranty costs across diverse portfolios.
Lack of resources	 Eliminate manual warranty tracking and claim processing.
End-of-life devices	 Extend protection beyond OEM warranty periods.
Flexible/custom solutions	 Get customized coverage aligned with device lifestyles.
Asset management/OEM consolidation	 Leverage centralized warranty management across OEMs.

Why SHI for end-user device warranties?

- Comprehensive multi-vendor OEM support for devices, including Apple, Acer, Dell, HP, Lenovo, Microsoft, and Samsung
- Flexible coverage from 1 to 4 years with no deductibles, shipping costs, or hidden fees
- Unlimited claims, reducing administrative overhead
- Reduced end-user and device downtime
- 30%-40% cost savings compared to traditional OEM-certified technicians
- Single point of contact for multiple OEMs and device types
- Coverage for both new and used devices tailored to your budget



Enterprise-wide coverage for any organization

Our comprehensive warranty services protect your entire device ecosystem – from mission-critical hardware such as laptops, Chromebooks, desktops, monitors, and tablets, to peripherals such as printers, TVs, AV hardware, and keyboards. Advanced exchange is available to minimize downtime with pre-shipped replacements for supported devices.

Our services are designed for organizations of all sizes, from Fortune 500 to small- and medium-sized businesses. Flexible service options offer depot, local, and on-site repairs, and custom SLAs tailored to your operational requirements and device criticality levels.

With no hidden fees or deductibles, all repairs are performed by OEM-certified technicians using genuine parts and labor included in your service agreement. Coverage can be applied to new and pre-owned devices in your fleet.

What's included:

- Accidental Damage Protection (ADP) with a 10-minute average response time
- All parts, labor, and shipping with genuine OEM components
- Mechanical/electrical failure protection
- Advanced power surge protection
- Manufacturer defects/normal wear and tear coverage
- Extended battery protection
- No deductibles or hidden fees

Warranties through our valued partners



Depot services

Maximize your device investment by combining your warranty services with SHI's depot and partner depot services. This includes:

- Flexible OEM in-warranty and out-of-warranty repairs. No long-term contract needed.
- Deployment and re-deployment services for new hires and terminations (device cleaning, wiping, repairs, and warehousing).
- Advanced configuration and integration services, as well as asset recovery and recycling.

Don't wait for the next device failure to disrupt your business.

Speak to an SHI specialist and experience the peace of mind that comes with comprehensive warranty coverage and expert support.