



## Protecting your peace of mind.

When you purchase a machine from Cloud Store, we understand that peace of mind is essential. That's why we offer CloudCover, our service designed to protect your purchase, ensuring you're covered for unforeseen issues not disclosed at the time of sale. Read more to see how CloudCover and CloudCover 7 can work for you.

### Submitting a Claim

A Buyer may submit a claim to Cloud Store for a Defect within **7 days or 5 hours of operation** (whichever comes first) from unit pickup or delivery by submitting an email to our claims support group at [cloudcover@cloudstore.co](mailto:cloudcover@cloudstore.co).

### CloudCover (Included with Certified Machines)

CloudCover is included with all Cloud Store Certified machines. If you discover a mechanical defect not disclosed at purchase, you can file a claim within 7 days or 5 hours of operation (whichever comes first).

- Address mechanical defects not disclosed at the time of purchase
- Defect repair cost must exceed \$500
- Essential component for the unit's core functionality

### CloudCover 7 (For Non-Certified Machines)

For non-certified machines, we offer CloudCover 7, which requires a pre-purchase inspection costing between \$300-\$450. After approval, you receive similar coverage for 7 days or 5 hours of operation (whichever comes first).

- Cloud Store may require evidence of the defect, such as photos or a visit to an Authorized Facility.
- Defect repair cost must exceed \$500
- If eligible, we'll reimburse repair costs within 7 days of: receipt of full payment to the Authorized Facility, for repaired defects.
- If necessary or applicable, we may take repossession of the unit and provide a refund.
- Important: The first \$500 of expenses on an eligible claim are not covered by CloudCover.

For a comprehensive overview with all the details, feel free to explore the [full document here](#).