



Plan Features

- Coverage administered by Safeware
- Coverage begins on the date of purchase and is inclusive of manufacturer's warranty
- Online claim submission and tracking available 24/7
- No deductibles, service fees or shipping charges on covered claims
- The plan is fully transferable
- No lemon guarantee – If the same component experiences four documented failures, you'll receive a replacement product



Plan Types

Replacement Plan:

- If the product experiences a covered failure, we'll replace it
- Once your product is replaced, your service contract is fulfilled. You may purchase a new plan for your replacement device if you wish
- Replacement plans are only available on desktops costing up to \$400.00
- The plan must be purchased within 90 days of hardware purchase
- Mechanical failure coverage begins once the manufacturer's warranty has expired

Repair Plan

- If the product experiences a covered failure, we'll repair it
- The claim will be dispatched to a depot repair center or a local repair servicer who will repair your device
- The plan must be purchased within 90 days of hardware purchase
- Mechanical failure coverage begins once the manufacturer's warranty has expired

Additional Details

- CDW Product Protection does not replace your manufacturer's warranty, but provides additional benefits during the manufacturer's warranty and provides coverage after your manufacturer's warranty expires.
- These plans have a limit of liability. The total amount that we will pay to replace/repair the device is limited to what you paid for the product. If we replace your product or offer a cash settlement for the replacement price of the device, your contract is fulfilled.
- The plan does not cover maintenance or normal use of the device. Consumable items are defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the device, regardless of if it is replaceable by the consumer or not. Consumable items include, but are not limited to: batteries, ink, fuser, roller kits, paper trays, toners and cartridges, light bulbs, lamps, etc.

Questions? Contact Your CDW Account Manager to Learn More.