



## Plan Features

- Coverage administered by Safeware
- Coverage begins on the date of purchase and is inclusive of the manufacturer's warranty
- Accidental Damage from Handling (ADH) available on all plans
- All plans cover parts and labor charges, mechanical and electrical failure, defects and power surge
- Online claim submission available 24/7
- No deductibles or service fees on covered claims
- 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 with a product of like kind and quality or a refurbished product
- Once your product is replaced, your service contract is fulfilled. You may purchase a new plan for your replacement product if you wish
- Replacement plans are only available on tablets costing up to \$400.00
- Mechanical failure coverage begins once the manufacturer's warranty has expired
- Coverage for accidental damage from handling is available to protect against damages like cracked screens or liquid spills

### Repair Plan

- If the product experiences a covered failure, we'll repair it
- Product will be repaired at an Authorized Service Depot or by a local Authorized Servicer
- Mechanical failure coverage begins once the manufacturer's warranty has expired
- Coverage for accidental damage from handling is available to protect against damages like cracked screens or liquid spills
- The plan is transferable for the remaining contract term

## 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 to replace/repair the product is limited to what you paid for the product, less tax and shipping. If we replace your product or offer a cash settlement for the replacement price of the product, your contract is fulfilled.
- The plan does not cover maintenance or consumables. Consumables are any part or item that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the product, 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.
- If the plan includes ADH, it must be purchased within 30 days of product purchase. If repair plan only, it must be purchased within 180 days of product purchase.
- New claims can be submitted online any time at [my.safeware.com/cdw](http://my.safeware.com/cdw).

**Questions? Contact Your CDW Account Manager to Learn More.**