



### What are the benefits of a CDW Product Protection Plan?

- Parts and Labor Coverage
- Mechanical and Electrical Failure
- Manufacturer Defects
- Accidental Damage from Handling on Select Plans
- No Deductibles or Service Fees
- Power Surge

### What events are covered under Accidental Damage from Handling (ADH)?

- Drops, falls, and collisions
- Cracked screens
- Liquid damage, including submersions and biohazards
- Any damage resulting from an accident that impacts functionality

### What devices qualify for ADH?

- Tablets
- Laptops
- Chromebooks
- Smartphones
- Cameras

### What are the differences between repair plans and replacement plans?

- Repair:
  - Covered repairs will be made up to the contracts limit of liability
  - If the device cannot be repaired, it will be replaced with a comparable device or settled for cash (less previous claims)
- Replacement:
  - Available on most devices less than \$400 where service is not available or viable
  - Offers one-time replacement of comparable device or cash settlement up to the purchase price of the product less sales tax and shipping
  - One device is replaced, the contract is fulfilled

### What is Advanced Exchange?

- Advanced Exchanges provides next business day replacement of device as long as claims are filed by 3PM E.S.T.
  - Safeware needs to have a customer credit card on file before Advanced Exchange can be dispatched
  - Available for iPads, iPhones and Samsung Galaxy Devices
  - Damaged device must be returned, using included label, within 14 days of replacement receipt or credit card will be charged for replacement device

### When does the Product Protection Plan coverage begin?

- Coverage begins when the manufacturer's warranty ends





- If Accidental Damage (ADH) is included, that specific part of the coverage begins on the date the device was purchased

### How long does a customer have to purchase a plan?

- 180 days from date device was purchased for standard Product Protection
- 30 days from date device was purchase if accidental damage coverage is needed
  - Devices can be purchased anywhere (does not have to be CDW)

### Can I obtain coverage for a device purchased outside of CDW?

- Yes, device can be purchased from anywhere

### Who is administering my CDW Product Protection Plan?

- Safeware, a leading provider of extended warranty and insurance solutions for over 35 years

### How do I file a claim?

- Visit [my.safeware.com/cdw](http://my.safeware.com/cdw) with your serial number or CDW order number handy
- Claims can also be filed by calling 1.800.800.1492 Monday to Friday 8:00am – 6:00pm Eastern with your contract number (found on your declarations page), serial number, or proof of purchase

### Are batteries covered?

- Batteries are covered (if ADH coverage was purchased) in the event of accidental damage or failure of the device resulting from ADH
- The plan does NOT cover batteries that have been depleted due to normal consumption

### Does the plan cover data recovery or backup?

- No, CDW Product Protection Plans do not cover data recovery or backup

### Are AC Adapters covered?

- Yes, if the adapter fails from normal use, or is physically damaged (if ADH coverage was purchased)

### Do CDW Product Protection Plans cover problems resulting from software or viruses?

- No, software and virus-related problems are not covered by the plan
- In addition, CDW Product Protection Plans do not cover system software reinstallation

### Can I obtain service when traveling outside of the United States?

- Yes, however, you will be required to pay for the shipping to an authorized service center in the US