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 submersion 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 contract’s 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

Exclusions apply. Please see terms and conditions for full coverage details.
Frequently Asked Questions

• 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
  o 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 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

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