



Q: Who is administering my CDW Product Protection Plan?

CDW Product Protection Warranties are underwritten by Safeware and are backed by an AM Best™ A-Rated insurance carrier.

Q: How is the CDW Product Protection Plan different from the manufacturer's warranty?

A: CDW Product Protection Plans are designed to extend and/or enhance the manufacturer's original warranty and are applicable across multiple brands and devices.

Q: What should I do if my product fails within the first year of ownership?

A: If the failure is due to breakdown (not accidental damage), you should first check with your product manufacturer. Any failure related to defects or how the product was made will be covered by them. If they deny your claim for any reason, just send a copy of that denial to Safeware when you file your claim with us!

Q: When does the coverage begin?

A: Coverage for benefits beyond the manufacturer's warranty begins on the date of product delivery.

Q: Where can I find a copy of my plan terms and conditions?

A: Upon purchasing a CDW Protection Plan you should have received an email confirmation which included your declarations page and copy of the terms and conditions. If you need a copy of the terms, please contact us at 1-800-800-1492 Monday to Friday 8:00am - 6:00pm.

Q: Is software covered by the plan?

A: Software issues are not covered by the plan.

Q: Does the plan cover issues resulting from viruses?

A: Virus-related problems are not covered by the plan.

Q: Am I covered if I lose or misplace my device?

A: No, plans do not cover lost or misplaced devices.

Q: Are AC Adapters covered?

A: Yes, if the adapter fails during normal use or is physically damaged (on Standard+ and Premium Plans).

Q: Can I obtain service while traveling outside of the United States?

A: Yes, however, you will be required to pay for the shipping to an authorized service center in the United States.

Q: How do I file a claim?

A: Locate your plan in the CDW Product Protection Claims Portal at <https://my.safeware.com/CDW> using the hardware serial number or CDW order number and follow the screen prompts. Claims can also be filed by calling 1-800-800-1492 Monday to Friday 8:00am - 6:00pm. You will want to have your contract number (found on your declarations page) or serial number available.

Q: How will my claim be handled?

A: Once a claim has been approved, our Solution Center experts will let you know what's needed in order to obtain service. Depending on the type of device and coverage purchased, the claim will be handled in one of the following ways listed below:

Carry-In: You may be instructed to take your device to one of our local Authorized Service Partners. Covered products must be delivered and picked up by the customer, and you should only take your device to one of these locations once your claim has been approved.

Depot: If you are not near one of our Carry-In locations, you will be provided with a shipping label to send your device for repair to one of our specialty depot partners. Make sure your product is properly protected with bubble wrap or other protective materials, as damage in transit is not covered. Safeware is not responsible for and has no liability for products damaged in shipping. Once a depot repair is completed, your repaired product will be mailed back via 2-day shipping.

Cash Settlement: If your device is deemed unrepairable for any reason, you may be eligible for a cash settlement of your contract. The funds from a cash settlement will be credited to your CDW account and can be used on any future device purchases.