

Frequently Asked Questions

Worth Ave. Group Laptop & Tablet Extended Service Plans

What does \$0 deductible mean?

\$0 deductible means you won't need to pay the insurer any out-of-pocket fees at the time of an approved claim.

What does unlimited claims mean?

Unlimited claims means we won't deny your claim based on how many claims you have already filed.

How do I file a claim?

Claims can be filed online via Worth Ave. Group's customer center found here:
<https://www.worthavegroup.com/customer/account/login/>

Video tutorials are available.

<https://www.worthavegroup.com/claim-submission>

How do I get a repair for my device?

You must file a claim with Worth Ave. Group BEFORE getting a repair or an estimate. Repairs made prior to an approved claim will not be covered. The adjuster will contact you within 2 business days of filing your claim. Please check your inbox or spam folder to see if your adjuster has requested more information about your claim. Your claims adjuster will assist you in getting a repair.

How does Worth Ave. Group determine the replacement cost for my device?

If your claims adjuster determines that replacement is the best option, your adjuster will research the make and model of the item to determine its replacement cost. Replacement cost will equal: The corresponding replacement value of that same model OR a similar model at its current market value.

How long does the repair process take?

It takes an average of three to five business days to properly repair your device after receiving it at the repair shop. Certain repairs may take longer, depending on the extent of the damage.

Who do I contact if I need help?

If you need help purchasing a policy, please contact a CDW representative.

If you already have a policy, you may contact Worth Ave. Group customer service. We are available via email, online chat, or phone at

<https://www.worthavegroup.com/contact-worth-ave-group>

