



What are the benefits of a CDW Product Protection Plan?

All CDW Product Protection Plans include:

- Parts and Labor Coverage
- Mechanical and Electrical Failure
- Failure Resulting From Normal Usage
- Manufacturer's Defects
- No Deductibles or Service Fees
- Power Surges
- No Lemon Policy

Select plans also include coverage for Accidental Damage in Handling (ADH).

The protection plans that include coverage for Accidental Damage in Handling includes the coverages listed above, in addition to protection from unforeseen events such as:

- Drops, Falls and Collisions,
- Cracked Screens, or
- Liquid Damage

What is Accidental Damage in Handling (ADH)?

- ADH is defined as an unexpected and unintentional external event, resulting in physical damage to the covered item. Examples of Accidental Damage in Handling include, but are not limited to drops, falls, collisions, liquid spills and liquid-submersion.

When does the Product Protection Plan coverage begin?

- Coverage provided by the CDW Product Protection Plans start after the shortest portion of the manufacturer's warranty and continue to the end of the term.
- For applicable plans, Accidental Damage in Handling (ADH) coverage begins on the date of product purchase.

Who is behind my CDW Product Protection Plan?

- Safeware, a leading provider of product protection solutions, is the company behind the CDW Product Protection Plan. Any repair/replacement work and claim submission/payment will be handled by Safeware. You can contact Safeware by calling 1.800.800.1492, Monday through Friday from 9:00am to 6:00pm EST.

Is there a deductible?

- There are no deductibles or out of pocket expenses for covered repairs under a CDW Product Protection Plan.

What are the differences between a replacement plan and a repair plan?

- *Replacement plans* are available on products where repair service is either not viable or not available. In the event you require service on a replacement plan, your product will be replaced with a like kind and quality device and your plan would be fulfilled. Most devices under \$400 will be replaced or cash settled with this plan.
- *Repair plans* will replace the affected component(s) in the event you require service. If the product (originally costing more than \$400) cannot be repaired, it will be replaced with a like kind and quality product. The aggregate, combined cost of these repairs is not to exceed the original purchase price of the product less tax.

How long does a customer have to purchase a plan?

- If the plan includes Accidental Damage from Handling, the customer has 30 days from the date they purchased the hardware. If the plan is Extended Service only, the customer has 180 days from the date they purchased the hardware.



How can I report a claim with the CDW Product Protection Plan?

- Simply visit my.safeware.com/cdw 24/7 to complete the online claim form. Once submitted, you will receive instructions on next steps to allow for quick processing of the claim.
- If you prefer to speak with someone in person, call 1.800.800.1492 Monday through Friday, 9:00am to 6:00pm EST to file a claim or check claim status.

Do I need to provide proof of purchase when filing a claim?

- Customers should keep their sales invoice and receipt for the purchased product, as these may be required in order to obtain service.

What happens if my device cannot be repaired?

- If a device is damaged beyond repair, Safeware will decide to either replace the device with one of equal or similar features and functionality or to reimburse the customer for the replacement cost of the device.

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

- Customers traveling abroad can have their device repaired. However, you will be required to pay for the shipping back to an authorized service center in the US.

How will you replace my product if the manufacturer no longer makes it?

- In the event that a product is out of production, we will replace the product with a product of equal or similar features and functionality.

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 a battery that has been depleted due to normal consumption.

Are AC Adapters covered?

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

Does the plan cover data recovery or backup?

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

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.

Is the plan renewable?

- No, plans are not renewable.

Does this plan provide coverage for theft or lost items?

- No, CDW Product Protection Plans do not provide coverage against theft or lost property.

What is the Limit of Liability?

- The limit of liability under the CDW Product Protection Plan is the purchase price of the product excluding sales tax and delivery costs.

For more information and pricing, visit [CDW Product Protection](#)