

### General Program Questions

#### **What is the limit of liability for the Safeware Product Protection Plan?**

The limit of liability is equal to the price of the covered device at the time of purchase of the Safeware Product Protection Plan. For example: (1) Joe buys a four-year protection plan along with a laptop at this discounted educational price of \$1,349. He is covered up to \$1,349 or four years – whichever comes first. (2) Jill buys a one-year post repair plan after repairing her laptop with a trade-in value of \$400.00. She is covered up to \$400.00 or one year – whichever comes first.

#### **Is there a deadline to register the card?**

For the extended warranty and accidental damage from handling coverage, there is no deadline for a student to register their card and receive coverage. For faster service at the time of a claim, please have the student register their card at the time of purchase. To receive the complimentary theft coverage, the Safeware card must be registered within thirty (30) days of card purchase.

#### **What happens if a student's device requires service while they are off campus (e.g. school breaks, weekends at home, studying abroad)?**

The student should contact Safeware and our Customer Relations Specialists will process the service request. Within the United States, Safeware will either find a local service facility for the student or provide a box for the student to ship their damaged unit to one of Safeware's Authorized Service Depots.

Outside of the United States, the student should contact Safeware to receive pre-approval for their claim. Students will be required to pay out-of-pocket for service, but will be reimbursed by Safeware for the pre-approved amount once a receipt or invoice is provided.

#### **If a student already purchased a new device, can they still buy a Safeware Protection Plan?**

Yes. Students can purchase Safeware as long as their unit is still under a manufacturer's warranty. This will first be asked to bring their unit to your store to confirm that it is in good working condition. Your store simply needs to verify operability and ensure there are no major dents or cracks.

#### **Is the plan returnable?**

Yes, Safeware's Protection Plans are returnable. The student would need to follow your store's return policies. Returns within thirty (30) days of the purchase will receive a one-hundred percent (100%) refund of the plan purchase price. Returns after thirty (30) days of the purchase will receive a prorated refund of the plan purchase price, minus the cost of repairs and less an administrative fee. Please refer to the cancellation and state specific language of the terms and conditions for full refund details.

#### **What happens if the computer is exchanged after the Safeware card has been registered?**

Students can call Safeware at 1.800.800.1492 to request that their remaining coverage be transferred to a new device.

#### **Are there deductibles or service fees?**

Safeware never charges deductibles or service fees on our traditional cards (extended warranty and accidental damage from handling).

For the complimentary theft coverage, there is a \$100 deductible due at the time of each claim. This is usually less expensive than buying a new device!

#### **What happens if a device cannot be repaired?**

If a device is damaged beyond repair, it will be replaced with a like kind and quality unit. If a replacement unit is not available, Safeware will reimburse the student for a like kind and quality unit.

### **Is the plan transferable?**

Yes. In the event a device is replaced under the manufacturer's warranty or due to a theft, the plan can be transferred to a student's new device. In addition, the plan can be transferred to a new owner if the device is sold.

### **Does Safeware cover problems resulting from software or viruses?**

No. Software and virus related problems are not covered by Safeware's Protection Plans. We also do not cover system software re-installation.

### **Are AC adapters covered?**

Yes, if the adapter is physically damaged or fails from normal use.

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

No, Safeware is not responsible for data backup or recovery. However, a Safeware Protection Plan combined with a backup hard drive provides an easy way to add extra peace of mind that a student's data is protected.

### **How does the manufacturer's warranty impact Safeware coverage?**

Even once a student has purchased a Safeware Protection Plan, keep in mind that they still have a one year manufacturer's warranty. If the covered device experiences problems within the first year of ownership, the student should contact the manufacturer for assistance.

### **What happens if my store runs out of cards?**

You can still sell Safeware to anyone on the same invoice as the device and they will be covered right away. Once you receive more Safeware cards, you can deliver the card to the student.

### **What if the student loses their card?**

If the student has not registered their card or loses their card, a receipt showing proof of purchase will be required to validate coverage.

## **Questions about Theft Coverage**

### **What is the limit of liability for Safeware's complimentary theft coverage?**

The limit of liability for each occurrence of theft on the Safeware complimentary theft coverage is equal to the price of the covered device at the time of purchase. Additionally, Safeware requires a police report, including the device serial number, within five days of the incident to avoid fraud.

### **How do students ensure they receive Safeware's complimentary theft coverage?**

Students must register their card and opt-in to Safeware's complimentary theft coverage within thirty (30) days of plan purchase in order to be eligible for coverage.

### **Can a student extend their theft coverage beyond the complimentary term?**

Yes, students may extend their theft coverage by purchasing a plan after their complimentary coverage has expired. Safeware will remind students of their upcoming plan expiration via email so they have an opportunity to extend coverage if desired. Remind the student provides a valid email when registering their Plan so they receive this important notice.

### **What should a student do in the event their device is stolen?**

Students who experience a theft will need to file a police report that includes the serial number of the stolen unit. The report must be filed within five days of the theft. If the theft occurs on campus, the theft can be reported to campus police. The claim must be submitted to Safeware within sixty days of the theft.