

Safeware’s Protection Plans were designed specifically for college students. Our unique card program offers comprehensive device protection for all types of consumer electronics, so students can focus on school without having to worry about what may happen if their device fails or becomes damaged. By equipping our campus store employees with all the necessary plan details, your customers will have a smoother claim submission experience and understand the coverages available through their Protection Plan.

### Covered Damage & Failure

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<b>Drops</b>	If the student accidentally drops the device, it’s covered! They are also covered if they drop something on the device.
<b>Liquid Spills</b>	Safeware covers <i>all</i> accidental liquid damage, including full submersion. There are no exclusions on types of accidental liquid damage. Safeware sends liquid repairs to a third party servicer. If the unit is still within the one-year manufacturer’s warranty, an exception can be made upon request.
<b>Cracked Screens</b>	Safeware covers cracked screens due to accidental damage.
<b>Mechanical/ Electrical Failures</b>	Safeware covers any mechanical/ electrical failures that the manufacturer would typically cover if the device is outside the manufacturer’s warranty period. Safeware does not cover mechanical/electrical failure that is still covered under the manufacturer’s warranty.
<b>Batteries</b>	Safeware covers batteries with the exception of consumed batteries. Safeware covers batteries for defects, swelling, accidental damage, and failure not related to consumption. If a battery is consumed, but is diagnosed in conjunction with a covered event, the battery will be repaired as part of the covered claim.
<b>Power Surge</b>	Safeware’s Protection Plans protect against damage or failure resulting from power surge.
<b>Shipping &amp; Diagnostic Fees</b>	Safeware is proud to offer plans that do not have deductibles or service fees. These fees are always covered under the plan, unless a device is sent to a repair facility and “no problem” is found on the unit.

### Not Covered Damage & Failure

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<b>Software &amp; Viruses</b>	Safeware’s Protection Plans do not cover software and viruses. However, Safeware often runs a Tech Support promotion during BTS season. If used by the student, this may help with software and virus issues, but is not guaranteed.
<b>Claims Filed Outside of 60-Day Reporting Window</b>	Students with a Safeware Protection Plan have 60 days from the date of damage/failure to report their claim for service. Any claims filed outside of the 60-day reporting window will be denied.
<b>Items Covered By Other Insurance Plans</b>	Safeware does not cover events that are covered under other insurance plans. This includes things like fires to a home or a car accident.

**Intentional  
Damage**

Safeware does not cover intentional damage to a covered device. This includes neglect, misuse, abuse and other intentional forms of damage.

### Other Important Plan Information

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**The No Lemon  
Guarantee**

If a device experiences the same failure on the same component part three times under the Safeware warranty (hard drive cable issues, for example), then the fourth incident will allow the device to be deemed a lemon and Safeware will replace the device through the Protection Plan contract.

**Limit of Liability**

Safeware offers eroding coverage on its card program. If a student purchased a \$1,500 unit, they will have \$1,500 in coverage. If Safeware pays for a \$300 claim, the student will have \$1,200 remaining in coverage

**International  
Claims**

Safeware is not contracted with servicers outside of the United States. If a student is traveling and has a covered event, they can contact Safeware to file a claim and obtain approval for an international repair. Through this process, the student will need to send the quote to Safeware, and provide a final itemized receipt in order to be reimbursed for the repair work. If the student is unwilling or unable to pay upfront for the repair costs and wait for reimbursement, they may be required to ship the covered device to an authorized repair depot for service.

**Theft Coverage**

Each Safeware Protection Plan comes with 6 months of complimentary theft coverage, provided by Safeware, *only* if the student registers their plan within 30 days of plan purchase and opts-in to the coverage. Theft claims are subject to a \$100 deductible and must be submitted with a police report.