



Frequently Asked Questions

Product Protection

1. What are the benefits of Extended Warranty Service Plans and what does it include?

- Your product is covered for the term of your contract for any mechanical malfunction
- Toll-free customer support is available 24 x 7 x 364 by calling 1-866-544-7028
- 100% coverage – We provide 100% parts and labor coverage on all covered repairs.
- Laptop repairs will be performed at a repair center (unless an onsite service plan is purchased).
- Desktop Computers and applicable Peripheral repairs are performed onsite.
- The plan is fully transferable (Giving it away? Selling it? It's still covered).
- No Lemon Policy – Experience four documented failures on the same component and receive a new replacement product.
- Date of Purchase Includes Power Surge Coverage – This service plan protects against operational or mechanical failure of a covered product if a failure occurs while properly connected to a surge protector approved by Underwriter's Laboratory. Your surge protector may be collected by the Administrator for examination.
- Our programs are supported by a network of 30,000 technicians nationwide
- Advanced technical support available on every hardware failure call
- Average turnaround time on repairs is 3-5 business days (may vary depending upon the part availability).

2. What are the benefits of a Product Replacement Plan and the differences from other extended service plans?

Replacement plans are available on most items under \$500 with the exception of Desktop Computers, Notebook Computers and flat panel TVs. Replacement agreements provide for the replacement of failed equipment upon validation of mechanical failure only. Service Net offers replacements for the like kind and quality of the product you own and orders it from the same place you ordered your original product. The product is shipped directly to your door and fulfills your warranty once the product is replaced.

3. When does coverage begin?

- Date of Purchase (DOP) warranties begin on the date the product is purchased. Extended (EXT) warranty coverage for begins the day after the manufacturer's warranty expires. Service Net keeps you protected beyond the manufacturer's warranty to extend the life of your product.

- Accidental Damage from Handling (ADH) Coverage for all Service Net ADH warranties start on your product purchase date for any type of ADH claim. Coverage for all mechanical failures not related to ADH starts after the manufacturer's warranty expires.

4. What happens the product is beyond repair?

If Service Net's service network determines that your product is beyond repair but is still in accordance with the coverage terms and conditions of your contract, Service Net will replace it with the same or like product at no cost to you.

5. How quickly can I expect service?

Service Net's toll-free number is available 24 hours, 7 days a week. We can set up your onsite service call and schedule your service Monday through Friday from 8:00 a.m. – 5:00 p.m. local time. Service Net's network of over 30,000 technicians will work with you so that service is performed around your schedule.

6. Who performs the service?

Service Net has a network of over 30,000 qualified technicians nationwide to perform service.

7. Are Warranty Plans transferable?

Service Net warranties are fully transferable. Moving? Selling your product? Giving it as a gift? Don't worry, this plan is 100% transferable at no cost to you.

8. What benefits do I receive from the Warranty Plan since the product has a warranty from the manufacturer?

The service plans extend the life of the product so any costs associated with the repair are covered by the plan, not you. Accidental Damage from Handling plans start at the date of purchase for any valid claims that cause breakage as a result of normal usage of the product.

9. What products can be covered?

The Warranty plan covers all products which offer an extended warranty through CDW.

10. When can I purchase a Warranty Plan?

Plans may be purchased up to 180 days after time of purchase. ADH plans need to be purchased within 30 days of purchase.



Frequently Asked Questions Continued

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11. When will your customer receive a service contract?

They may receive your service contract in one of two ways. If they provided a valid e-mail address, they will receive an e-mailed copy of the contract within 24 hours of purchase. Additionally, they may receive the service contract via postal service within 5-7 business days. The contract number and a copy of the terms and conditions should be stored in a safe place for easy access.

12. What information is needed to schedule service?

The customer will need the contract number – located on the front side of the contract – ready when calling Customer Service. Keep your contract in a safe place for easy access. Toll-free customer support is available 24 x 7 x 364 by calling 1-866-309-9906.

13. Can the Warranty Plan be cancelled?

Warranty plans can be cancelled for full refunds within 60 days of purchase, less any claims paid on the contract. After 60 days a pro-rated refund will be given. See your specific state conditions for more information.

14. Is my Warranty Plan contract renewable?

No, currently Warranty Plans are not renewable.

15. How do I request service?

Service Net's toll-free customer support is available 24 x 7 x 364 by calling 1-866-309-9906. A representative will guide you through the claim setup process and a technician will contact you within 24 hours or a box may arrive the following business day (if coverage is noted in purchase) so there is no hassle when receiving service.

16. What are the Support Center hours?

Service Net's toll-free customer support is available 24 x 7 x 364 by calling 1-866-309-9906.

17. How many times is onsite service allowed?

Our nationwide service technicians will perform onsite service as often as needed until your claim limit is reached. The total obligation under a warranty plan is the original product purchase price.

18. How far is the onsite service covered?

Our network of over 30,000 nationwide technicians covers all states. If we are unable to locate a technician within 50 miles of your customers' location, we may require the product to be sent in for service. All shipping expenses will be covered by your warranty plan if a technician cannot be located for your area.

19. Who is responsible for the shipping if my product needs to be returned for replacement or repair to Service Net?

Replacement Contracts: Customers may be required to send failed products in for failure verification at their own expense. All replacement products are validated for failure. Once failure has been confirmed, Service Net will send a replacement product, at Service Net's expense, to the customer.

- Repair Contracts: If onsite service is not available in a customer's area, Service Net will pay for shipping to and from the depot facility for the product in need of repair.

20. What products are covered with onsite service?

Onsite service is provided for most televisions with a screen size of 25" or larger and all desktop computers. Service is provided onsite if the repair location is within fifty (50) miles of an authorized repair service provider. If service cannot be provided onsite due to environmental and/or technical requirements, the cost to transport and/or ship your product will be paid at Service Net's expense. (All cameras, PC components and notebooks are depot only.)

21. What is the ADH Plan?

Accidental Damage from Handling (ADH) covers any accidents which happen during normal use of the product. While most service plans cover basic mechanical malfunction only, ADH covers your product from accidents like drops, falls, power surges and other accidental damages during the entire term of coverage.

22. What is the Replacement Plan?

Products purchased for under \$500 (excluding notebook computers, desktop computers and flat panel Televisions) are eligible for a one (1) time replacement from any mechanical failures after the manufacturer's warranty expires. If a mechanical failure occurs, simply call Service Net to be instructed on how to obtain a new product.

23. How long will it take to get a replacement?

Once failure on a product has been confirmed, a new product is ordered within 2 business days and sent to the customer. Shipping charges to the customer are covered under the plan.

24. What areas are covered?

Service Net provides warranty coverage in 50 states including Hawaii and Alaska.

*Limitations and exclusions apply. Subject to detailed terms and conditions. Service contract provided by Service Net Warranty, LLC or its affiliates. CDW is not affiliated with Service Net Warranty, LLC.