

SAFEWARE FAQs

Who is Safeware?

Safeware has been providing technology protection services since 1982. With offices in five states, Safeware is one of the most recognized providers of comprehensive insurance policies and extended service plans for a variety of product lines. Safeware is a full service insurance agency and warranty administration facility. The company, as well as its Sales Agents, is fully licensed in all 50 States.

What is the Safeware Extended Service Plan?

The Safeware Extended Service Plan provides comprehensive hardware coverage and protection for any computer (tablet, iPad, laptop, desktop etc.) whose acquisition cost is up to \$3,999.

What is covered under the Safeware Extended Service Plan?

In general, for the term selected, the plan covers:

- All Parts & Labor for hardware replacement
- Accidental Damage (including drops, spills, cracked screens)
- Normal wear & tear of the hardware
- No lemon guarantee – If the computer fails three times, for the same issue, during the selected term, the computer will be replaced with a like, kind and quality unit.
- Power surges that result in damage to the computer

For complete coverage details visit the [Safeware website](#).

Is there any deductible associated with the Safeware Extended Service Plan?

No. You will not experience any additional “out of pocket” expenses for covered services. Please note, data recovery, backups, viruses and software issues or re-installations are NOT covered services.

What does the student do in order to get their computer repaired while on campus?

Feel safe knowing you can receive service at Patriot Tech while on campus or directly through Safeware by calling 800-800-6132.

What happens if the student needs to have their computer repaired while they are not at school? (Summer/Fall breaks?)

Regardless of where the student is located, they should call Safeware and our agents will process the service request and either find a local service facility for them or send a box for the student to ship their broken computer to one of Safeware’s service center depots.

Are there different plans for the various brands and model computers sells?

No. The Safeware Extended Service Plan can be purchased on any brand or model computer/electronics that you purchase. The program is designed to make it very simple for you to buy and for the student to purchase. To purchase Safeware for products acquired elsewhere, bring your product and purchase receipt to Patriot Tech within 30 days of purchase.