



CLIMB

LIFECYCLE SOLUTIONS

PRODUCT GUIDE

Table of Contents

1. Our Programs
2. Our Coverages
3. Our Support
4. Our Service
5. Program Options
6. Premium Program
7. Claims Submission
8. FAQs
10. Glossary

**This document is not intended for distribution to end consumers*



OUR PROGRAMS

CLIMB Product Protection helps ensure that the technology products people rely on every day stay up and running for as long as possible.

Program options include:

- Extended Service Plan
- Extended Service Plan with Accidental Damage
- Limited Warranty
- Trade-Up Program
- Case Bundles



**CLIMB PRODUCT PROTECTION PROVIDES COMPREHENSIVE COVERAGE AND A DEDICATED SUPPORT TEAM.
THERE ARE NO DEDUCTIBLES OR SERVICE FEES.**

COVERAGE DETAILS



**PARTS & LABOR
OR REPLACEMENT**



**ACCIDENTAL
DAMAGE**



**MANUFACTURER
DEFECTS**



**FAILURE FROM
NORMAL USE**



**NO DEDUCTIBLES
OR SERVICE FEES**

OUR COVERAGES

CLIMB Product Protection offerings include a comprehensive collection of coverages to ensure that your customers' devices are protected. These coverages include:

- Mechanical & Electrical Failure After the Manufacturer's Warranty Expires
- Accidental Damage
- Manufacturer Defects
- Failure From Normal Use
- Power Surge
- Theft/Burglary/Robbery*

The program provides comprehensive coverage and a dedicated support team. There are no deductibles or service fees. Coverage includes parts & labor costs associated with repairs.



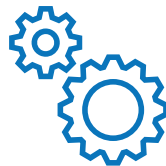
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*Requires a separate quote request.

Exclusions and limitations apply. See Terms and Conditions for complete coverage details including exclusions, limitations and providers. Terms and Conditions available upon request.

OUR SUPPORT

Founded in 1982, Safeware is a fully licensed insurance agency and third-party administrator (TPA) of limited and extended warranty product protection solutions.

- Safeware manages all regulatory and compliance aspects of the protection plans including licensing and insurance backing.
- Safeware is backed by several A-Rated AM Best™ carriers.
- Safeware's award-winning marketing department supports our partners by providing creative and resources to increase program visibility and maximize attachment rates.
- Safeware has a comprehensive online learning management system that allows our partners to obtain training 24/7.

Partners have access to a dedicated client services manager and actuarial intelligence team.



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OUR SERVICE

CLIMB Product Protection offers several different Service Level Agreements (SLAs) to meet your customers' unique needs. Some of these include the following:

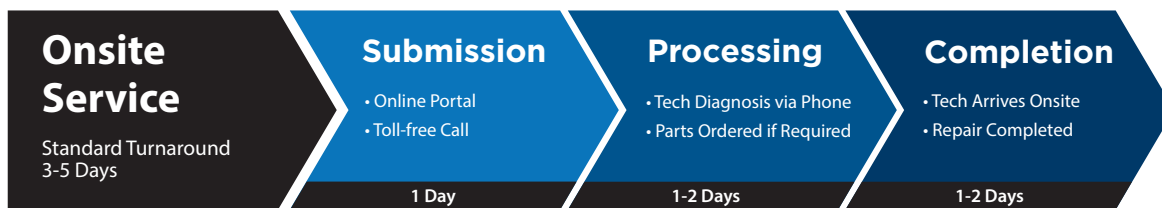


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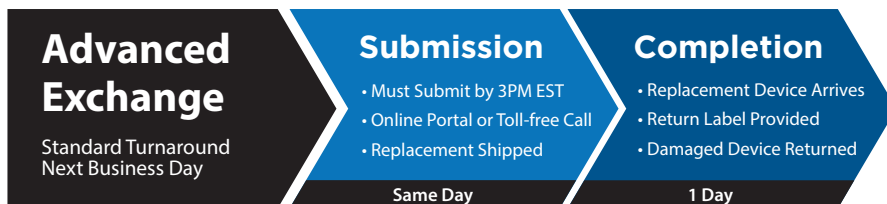
Extended Service Plans












• Subject to parts availability. Shipping box can be provided if requested.



• May require additional tech diagnosis. Subject to parts availability.



• Damaged device must be returned, using included label, within 14 days of replacement receipt.
• Available for iPads, iPhones and Samsung Galaxy Devices, unless in-house seed stock is available.

Device Type	Plan Options	Term Options	Depot Repair	Advanced Exchange	Onsite Service	Carry-In*
 MacBook	ESP Only ESP with ADH	1 Year 2 Year 3 Year 4 Year	●	---	●	●
 Laptop	ESP Only ESP with ADH	1 Year 2 Year 3 Year 4 Year	●	---	---	●
 Chromebook	ESP Only ESP with ADH	1 Year 2 Year 3 Year 4 Year	●	●	---	---
 iPad	ESP Only ESP with ADH	1 Year 2 Year 3 Year	●	●	---	●
 Tablet	ESP Only ESP with ADH	1 Year 2 Year 3 Year	●	●	---	●
 Smartphone	ESP Only ESP with ADH	1 Year 2 Year 3 Year	●	●	---	●
 Desktop	ESP Only	1 Year 2 Year 3 Year 4 Year	●	---	●	●
 Printer/Copier	ESP Only	1 Year 2 Year 3 Year 4 Year	---	---	●	---
 Camera	ESP Only ESP with ADH	1 Year 2 Year 3 Year 4 Year	●	---	---	---

*Carry-In-Service is available with select programs based on location.

Exclusions apply. See terms and conditions for complete coverage details. Terms available upon request.



PREMIUM PROGRAM

CLIMB Premium Plans were designed for large technology deployments where efficient device management is paramount. Standard plans have an eroding limit of liability, which means each time a device is serviced, the total coverage amount is reduced by the cost of the repair.

The CLIMB Premium Plan features a term-based limit of liability on repairs. Each time a device is serviced, the coverage amount is reset which provides no limit on the number of covered repairs!

ELIGIBLE DEVICES

PROGRAM COMPARISON

Laptops & Chromebooks



iPads & Tablets



FEATURE	STANDARD	STANDARD +	PREMIUM
Mechanical/Electrical Breakdown	✓	✓	✓
Manufacturer's Defect	✓	✓	✓
No Deductibles or Service Fees	✓	✓	✓
Optional Theft Quote Available	✓	✓	✓
Accidental Damage from Handling	✗	✓	✓
Liquid Spills & Submersion	✗	✓	✓
No Limit on # of Covered Repairs	✗*	✗*	✓

*Repair plans are limited by the aggregate limit of liability

CONTACT YOUR ACCOUNT MANAGER FOR ADDITIONAL PROGRAM DETAILS

Exclusions and limitations apply. See Terms and Conditions for complete coverage details including exclusions, limitations and providers. Terms and Conditions available upon request

ONLINE SUBMISSION

<http://my.safeware.com/climb>

- 24/7/365 claim filing and status checks
- US-based call center with industry leading service levels and an emphasis on first-call resolution.
- Notification center keeping customers informed via text, email notifications, portal, and app interactions (when applicable)

PHONE SUBMISSION

1.800.800.1492

Monday through Friday
8:00am to 6:00pm Eastern



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What are the benefits of an CLIMB Product Protection Plan?

- Parts and Labor coverage
- Coverage in the event of Mechanical and Electrical Failure
- Manufacturer Defects covered
- Accidental Damage from Handling coverage on select plans
- No Deductibles or Service Fees
- Power Surge protection



What events are covered under Accidental Damage from Handling (ADH)?

- Drops, falls, and collisions
- Cracked screens
- Liquid damage, including submersions
- Any damage resulting from an accident that impacts functionality*

What devices qualify for ADH Coverage?

- Tablets
- Laptops
- Chromebooks
- Smartphones
- Cameras

What are the differences between repair plans and replacement plans?

- Repair:
 - Covered repairs will be made up to the contract's limit of liability
 - If the device cannot be repaired, it will be replaced with a comparable device or cash settled for the lesser of the amount paid by the customer or actual replacement cost, less tax, and any previous claims paid.
 - Once the device is replaced, the contract is fulfilled
- Replacement:
 - Available on select devices
 - Offers one-time replacement of comparable device or cash settled for the lesser of the amount paid by the customer or actual replacement cost, less tax, and any previous claims paid.
 - Once the device is replaced, the contract is fulfilled

What is Advanced Exchange?

- Advanced Exchange provides next business day replacement of device as long as claims are filed by 3PM
 - CLIMB needs to obtain a customer credit card on file before Advanced Exchange can be dispatched
 - Available for iPads, iPhones and Samsung Galaxy Devices
 - Damaged device must be returned, using the provided label, within 14 days of replacement receipt or credit card will be charged for the value of the replacement device

When does the Product Protection Plan coverage begin?

- Coverage begins when the manufacturer's warranty ends
- If Accidental Damage (ADH) is included, that specific part of the coverage begins on the date the covered device was purchased*

How long does a customer have to purchase a plan?

- 180 days from date device was purchased for Standard Product Protection
- 30 days from date device was purchased for Standard + Product Protection
- 30 days from date device was purchased for Premium Product Protection

Who is administering my CLIMB Product Protection Plan?

- Safeware, a leading provider of extended warranty and insurance solutions for over 38 years

How do I file a claim?

- Visit my.safeware.com/CLIMB with your serial number or CLIMB order number handy
- Claims can also be filed by calling 1.800.800.1492 Monday to Friday 8:00am – 6:00pm Eastern with your contract number (found on your declarations page), serial number, or proof of purchase

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 batteries that have been depleted due to normal consumption

Does the plan cover data recovery or backup?

- No, CLIMB Product Protection Plans do not cover data recovery or backup

Are AC Adapters covered?

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

Do CLIMB Product Protection Plans cover problems resulting from software or viruses?

- No, software and virus-related problems are not covered by the plan
- In addition, CLIMB Product Protection Plans do not cover system software reinstallation

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

- Yes, however, you will be required to pay for the shipping to an authorized service center in the US **to obtain service**

Advanced Exchange Service

A repair in which an overnight replacement is shipped to the customer's location, then the customer ships back the damaged/failed product.

Carrier

A carrier, for an extended service plan, is the insurance company that holds the insurance policy that insures the service contracts. A carrier, for an insurance program, is the insurance company that holds the insurance policy that insures the covered products.

Carry-In Service

A repair in which the customer physically delivers their product to a repair house for repairs. After completion, the customer physically picks up the repaired product.

Claim

1. A formal request made by a customer/end-user to receive services or compensation for loss or damage of covered item. See: Service Event.
2. A formal request made by a servicer to receive compensation for service rendered to a customer/end-user. Generally seen in Service Power. See: Invoice.

Contractual Liability Insurance Policy (CLIP)

Contractual liability insurance policy is a type of insurance that protects against liabilities that the policyholder has assumed from entering into a contract.

Courier Service

Repair where the servicer picks up the device(s) and takes it back to a repair house to be repaired, then brings the device(s) back to the customer upon completion.

Depot Service

A repair in which the customer ships their product to a repair house to be repaired, then the repaired product is shipped back to the customer.

Extended Service Plan (ESP)

See: Service Contract. Extended Service Plan, sometimes just called "Service Plan", is a term that is synonymous with Service Contract.

Failure

The failure of a scheduled item to perform it's intended function. We generally cover mechanical or electrical failures.

Limit of Liability

The maximum amount of loss or service that is covered by an Insurance Policy or Service Contract.

Limited Warranty

A Limited Warranty is provided to the purchaser of the Product by the manufacturer or seller, and is included in the purchase price of a Product. There is no separate charge for a Limited Warranty paid by the purchaser of the Product.

Notice of Loss

The format required for the detailed description of the Insurance service event.

Onsite Service

A repair that happens at the customer's address.

Original Equipment Manufacturer (OEM)

The entity that originally created a product, such as Lenovo® or Apple®.

Policy

Policy is referencing Insurance Policy. A Policy is a common term used by a customer when discussing their Insurance Policy or Service Contract.

Repair House

A sub-set of servicer where repairs are done at the servicer location, rather than the servicer going to the customer's location. This is normally seen in tech.

Request for Authorization

The estimated cost that it will take to repair a customer's asset. These are typically submitted by a servicer. Commonly referred to as an Estimate.

Service Contract

A Service Contract, sometimes referred to as an Extended Service Plan or Extended Warranty, provides purchasers of Products the option to protect their Products beyond the manufacturer or seller Warranty. A Service Contract is paid for separately by the Customer and is usually purchased at point of sale, but may be purchased after point of sale but before the end of the manufacturer or seller Warranty.

Servicer

A contracted or third-party vendor that services products under the CLIMB Production Protection Program.

Underwriter

Entity who identifies, examines and classifies the degree of risk represented by a proposed insured in order to determine whether or not coverage should be provided and, if so, at what rate.

Warranty

Any written set of Terms and Conditions connected to a Product purchased by a Customer that provides basic coverage for material or workmanship that promises the material or workmanship is defect free or will meet a specified level of performance over a specified period of time. There is no separate charge for a Warranty paid by the purchaser of the Product. Customers will often use this term to describe to describe any Insurance Policy, Service Contract, or Limited Warranty.