



Tech Hub PROTECTION PLAN

FEATURES

- ⚙️ 100% Parts and Labor
- ⚙️ No Service Fees
- ⚙️ Convenient On-campus Service
- ⚙️ National Coverage when off campus

COVERAGE

- ⚙️ Accidental Damage
- ⚙️ Liquid Spills
- ⚙️ Mechanical and Electrical Failure
- ⚙️ Power Surge

6 Months of Complimentary Theft Coverage Included.*

*Must register plan within 30 days to receive theft coverage benefits. 6 month theft coverage is provided by Safeware and subject to deductible. Exclusions apply. Please see terms and conditions for full coverage details.

Do you have a plan?

Up to 4 years of protection including drops and spills.
Repairs made on site at Tech Hub.

2 Year Plan
\$99⁹⁹

For devices under \$1,000

4 Year Plan
\$219⁹⁹

For devices under \$1,000

4 Year Plan
\$299⁹⁹

For devices from \$1,000-\$2,000

4 Year Plan
\$399⁹⁹

For devices over \$2,000



THE OHIO STATE UNIVERSITY

techhub.osu.edu
2059 Millikin Road | 614-292-8883
techhub@osu.edu | @TechHubOSU

techHUB
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PROTECTION PLAN FAQs

WHAT IS COVERED BY THE PROTECTION PLAN?

You will be covered for failures due to accidental damage (drops, liquid spills, screen cracks, etc.), as well as failures due to manufacturer defects (hard drive failure, bad motherboard, etc.)

IS THERE ANYTHING NOT COVERED BY THE PLAN?

Cosmetic damage (scratches, dents) is not covered. The damage must cause a functional issue with the device to be covered. Intentional damage, and some damage due to negligence are also not covered.

ARE THERE ANY LIMITS TO THE NUMBER OF REPAIRS INCIDENTS I CAN CLAIM?

There is no repair incident limit. The only limits to the coverage are the term (4 years, or 2 years), and the purchase value of the computer. If you bought a \$1500 computer, and needed 4 repairs done that totalled \$1400 in cost, you won't need to pay a dime for any of them. If you then needed a 5th repair that costs \$150, you would be responsible for \$50 of that repair cost, while the Plan covers \$100, and your Plan will have been exhausted at that point.

ARE THERE ANY INCIDENT OR SERVICE FEES I NEED TO PAY WHEN I NEED SOMETHING FIXED?

No. If something breaks that is fully covered by your Protection Plan, you do not need to pay any fees to get it fixed.

WHERE DO I TAKE MY COMPUTER ON CAMPUS IF SOMETHING BREAKS?

Simply bring your computer into Tech Hub. We'll first try to make sure you don't have a software issue that can be fixed at the Buckeye Bar. If not, we'll intake your computer, and fix it for you!

HOW LONG WILL A REPAIR TAKE?

Generally, repairs take 2-3 business days. During this time, we diagnose the issue, order the correct parts, install them, and test to make sure your computer is back up and running. We'll then email you when it's finished. There are some repairs which may take longer, due to circumstances such as water damage to the motherboard, or when a manufacturer part is backordered. If you have not registered your Protection Plan with Safeware prior to bringing your computer into Tech Hub for repair, additional delays may incur.

I'M A STUDENT. WHERE CAN I FIND A COMPUTER TO USE WHILE MY COMPUTER IS IN FOR REPAIR?

There are plenty of public computer labs on campus. You can find them at odee.osu.edu/public-computing.

WHAT DO I DO IF I AM NOT IN COLUMBUS, AND SOMETHING BREAKS?

You've got a few choices. You can contact Tech Hub to have the computer shipped and repaired here. Shipping costs to and from your location are covered by the Plan. You can find a nearby authorized Safeware repair center. Contact Safeware to find the nearest location. Finally, you can take your computer to a repair center that is authorized to fix your brand of computer, but may not be a Safeware partner. In this case, you will need to pay the repair center with your own funds, and file a claim with Safeware for reimbursement.

WILL YOU RECOVER MY DATA?

You are solely responsible for backing up your data. We do not do data backups during most repairs, and cannot guarantee that your data will be accessible after the repair is complete. You should make sure you have all important data backed up before leaving your computer with us. In dire situations, we do everything we can to help out a student or staff member in need, but we cannot guarantee your data will be accessible. We highly recommend backing up your data on a regular basis so you are prepared when accidents happen.

CAN I EXTEND THE PROTECTION PLAN?

No. Once the term of the Plan expires, it cannot be extended.

CAN I EXTEND THE COMPLIMENTARY THEFT COVERAGE?

Yes. You will receive an email reminder from Safeware that your theft coverage is close to expiration with instructions on how to extend it.

I just bought the Protection Plan for my new computer. What do I need to do next?

1. **REGISTER** your Plan at safeware.com/myplan. NOTE: Register within 30 days of purchase to get 6 months of complimentary theft coverage.
2. **SCRATCH** off the registration code on the back of the retail card you purchased at Tech Hub and enter the required information.
3. **YOU'RE DONE!** Now that you have registered your card you are protected. You do not need to keep the registration card.
4. **IMPORTANT:** You should regularly back up your data since you never know when you will need a repair.

My computer broke, and I'm covered by the Protection Plan, what should I do?

1. Ensure that you have already registered your warranty at safeware.com/myplan. If you have already done so, great! No need to file a claim. Move on to step 2.
2. No appointment needed! Just bring your computer into Tech Hub during our store hours.
3. If your problem could potentially be software-related, we'll first guide you to the Buckeye Bar tech support counter to see if it can be resolved there. If not, we'll intake your computer for repair at the service window.
4. Most repairs take an average of 2-3 business days, with a few exceptions. You will receive an email once your computer is ready for pick-up.
5. Pickup your computer. We will file the claim for you with Safeware. You're done, and all fixed!

I'm covered by the theft protection, and my computer was stolen. What should I do?

1. File a police report that includes the computer's serial number.
2. Contact Safeware to file a claim. Claim must be filed within 60 days of theft.