



Weekends Only Claim Portal How-To Guide

Welcome to the Weekends Only Claim Portal! Here, you will be able to locate your plan and file claims on your covered product. Below are the step-by-step instructions to file a claim.

Step 1:

- Go to my.safeware.com/weekendsonly

Step 2:

- Enter the last name, telephone number, and zip code you provided when you purchased your service contract.
- Click the "Find My Plan" button.

If your service contract information is not available through the portal,
please contact us at 1-800-800-1492 or via email at espclaims@safeware.com.

Step 3:

- Locate the product in which you wish to file a claim.
- Click the "Submit Claim" button.

Step 4:

- You will be redirected to the "Submit a Claim" page to begin the claim process on your product.
- Your personal information will auto-populate for you in the "Customer Information" and "Product Information" fields. Please verify that this information is correct prior to moving forward with your claim.
- Remember to enter your email address located in the "Customer Information" section to receive the confirmation information via email.

If your personal and/or product information is not correct,
please contact us at 1-800-800-1492 or via email at espclaims@safeware.com.

Step 5:

- Under the "Product Information" section, choose the type of event that has caused the need to file a claim on your product.

Step 6:

- Under the "Claims Details" section, choose the date that the damage occurred.
- Provide a detailed description of what happened to cause the problem with your product.

Step 7:

- Take a picture of the damage done to your product and upload the picture by clicking on the "Choose File" button located in the "File Upload" section.
- If necessary, you may upload up to 5 pictures showing the damage done to your product.

Step 8:

- Click the "Submit" button located at the bottom of the screen.
- You will receive a confirmation message stating your claim has been received along with your reference number that you will need to keep for your records.
- In the case you would like to check the status of your claim, please contact the Solution Center at 800-800-1492 and follow the prompts.