

Service Guarantee

If the attempt to recover my stolen computer is unsuccessful, when will I receive my Service Guarantee payment?

Providing you meet all the eligibility criteria and when the guarantee period expires you will receive an email that will include a Submission Form. You will then need to fax back the form along with your proof of purchase.

If I receive the Service Guarantee payment, will you still continue to track my computer?

We will continue to track and attempt to recover your computer for up to one year after the theft is reported to us, regardless of your Service Guarantee status.

How long will it take to get paid after submitting my submission form and proof of purchase?

It will take approximately 4 to 6 weeks to generate your Service Guarantee payment providing we do not successfully recover your computer before the payment is sent to you.

Does the location of theft have an affect on the Service Guarantee?

Yes, our current Service Guarantee territory includes Canada, US, UK & Australia. If the computer was stolen outside of our Service Guarantee territory you will not qualify for the Service Guarantee.

I've been declined for the Service Guarantee, can I transfer my license?

Yes, however, the process of transferring a license from one computer to another requires the license to be removed / uninstalled from the current computer so that it can be installed on your new computer. To do this, we must close your existing Theft Report. If you wish to transfer your license please contact our Global Support team at www.absolute.com/support for assistance.

For how long will you track my stolen computer?

Our Recovery Team will track your stolen computer for one year from the date the theft was reported to us.

Why do I need to provide Proof of Purchase with my Service Guarantee Submission Form?

A copy of the Proof of Purchase is required as we need this to ensure we calculate the correct reimbursement value for your Service Guarantee payment.

Why do I need to provide the Police Report information within a certain time period?

We require the Police Report information to be provided to us within a certain amount of time as this information is critical to the success of our investigation, and to the recovery of your computer. Without this information we cannot begin our investigation efforts with the local authorities, and therefore our chances of successfully recovering your stolen computer are reduced.

If I request a Data Delete on my stolen computer, does the Service Guarantee still apply?

If Data Delete is applied on the stolen device the Service Guarantee is still in effect. Once the computer connects to the internet and Data Delete launches (starts deleting data from your hard drive) the Service Guarantee is then void.

Where can I learn more about the full terms and conditions for Service Guarantee and the related eligibility criteria?

The current version of our Service Agreement is available here: www.absolute.com/company/legal/agreements