

Frequently Asked Questions

Do I have to Purchase the SmartPROTECT with AppleCare Services Plan?

The plan is optional and is not required to purchase the phone or activate wireless service.

What's Covered?

If you purchase both the service contract and the insurance policy, you'll get the most comprehensive coverage for loss, theft, accidental damage (including screen breaks), and warranty malfunction. SmartPROTECT Loss & Theft covers loss and theft when you only purchase the insurance policy. SmartPROTECT with AppleCare Services Damage & Malfunction covers accidental damage and warranty malfunction when you only purchase the service contract. NOTE: AppleCare Services benefits are not available if you purchase only loss and theft coverage.

What's Not Covered?

While the program covers an impressive range of incidents, there are a few exceptions. Any normal wear and tear, pre-existing flaws, or cosmetic damage is not covered. Have questions or need more details? Your insurance policy and/or service contract have the full details on what we will and won't cover.

When am I Covered?

Coverage starts immediately upon enrollment. Enrollment is available when you purchase your device as well as up to 60 days after purchase. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage. Theft and loss coverage requires you to have Find My enabled on your device at the time it is lost or stolen.

How will I be Billed?

Our low premiums are designed to provide coverage for anyone on a budget. This charge will appear on your monthly Carolina West Wireless statement.

How Many Claims can I File?

Claims for screen break, all other damage and malfunction are unlimited! You can also file 1 claim for loss or theft in any rolling 12-month period. Each claim requires a deductible payment and has a monetary limit of up to \$2,500.00 depending on the device tier.

What Kind of Replacement will I Receive? Is there a Warranty for Repairs and Replacements?

Replacements may be new or reconditioned. Reconditioned equipment looks and functions just like new, but may have minor cosmetic flaws. All repairs and replacements will be Apple-certified.

What Happens if my Device Can't be Repaired?

If your device can't be repaired it will be replaced.

Are There Other Fees I Should Know About?

Other fees you may be subject to include a Non-Return Equipment Fee if you fail to return your damaged or malfunctioning device to Apple, or a Locked Device Fee if you return your device to Apple with Find My enabled, up to the amount of the unsubsidized, new retail price of the enrolled device at the time of enrollment. A No Trouble Found Fee of \$50 may be charged if you are approved for a Claim and no trouble is found with the device that is returned or brought in for repair. A Claim Conversion Fee of \$70 may be charged if you pay the screen only repair deductible and other damage is found.

How do I Cancel?

We give you freedom of choice with the option of cancellation at any time. Call Carolina West Wireless Customer Care at 1-800-235-5007 for assistance from a representative. You may receive a refund in accordance with applicable law.

SmartPROTECT with AppleCare Services is a combination of an Insurance Policy and a Service Contract. The Insurance Policy covers loss and theft. The Service Contract covers Accidental Damage from Handling and Warranty Malfunction. You may also purchase these options separately. To see the most current documents for the program, please visit protect.likewise.com/carolinawest. To purchase either offering separately, please call SmartPROTECT Customer Care at 1-800-235-5007.

Insurance Disclosures

This brochure contains a summary of information regarding the SmartPROTECT with AppleCare Services plan. The policy will not cover loss caused directly or indirectly by any of the exclusions listed in the complete Insurance Policy. A non-refundable deductible is applicable to each claim. PLEASE READ THE INSURANCE POLICY CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. To obtain the most up-to-date coverage information and a complete Insurance Policy, visit protect.likewise.com/carolinawest or call 1-888-399-5296.

You are not required to purchase insurance to activate wireless service. Carolina West Wireless receives compensation for the amount you pay each month for this plan. Any questions regarding the plan should be directed to Likewise at 1-888-399-5296.

This coverage may provide a duplicate of other sources of coverage. Carolina West employees are NOT QUALIFIED or AUTHORIZED to discuss or evaluate other sources of coverage. Contact your insurance agent to determine if you have coverage for your wireless device under existing insurance policies you may currently own. Your renter's or homeowner's policy may provide the insurance you need. Ask about any policy exclusions. Review your deductible and coverage amounts to be sure they still fit your needs.

A claim for loss or theft must be reported within 60 days from the date of the incident. You will have 60 days to provide all information requested for claim adjudication. If you do not take delivery of the replacement device within 60 days of claim approval, your claim will be forfeited. This is a monthly renewable plan and must be paid on a monthly basis. If you don't pay the monthly charge, the plan will terminate. You may cancel at any time by calling Carolina West Wireless at 1-800-235-5007. Any unearned monthly fee will be refunded in accordance with applicable law.

The Loss and Theft Insurance policy is underwritten by New Hampshire Insurance Company. Likewise Agency, LLC is the licensed agent.

Service Contract Disclosures

This brochure contains a summary of information regarding the Service Contract and is not a full and complete version. To view the complete Service Contract, including all limitations and exclusions, visit protect.likewise.com/carolinawest.

THE SERVICE CONTRACT IS NOT A CONTRACT OF INSURANCE.

Unless stated otherwise, the Provider of the Plan is Likewise Device Protection, LLC, 1900 W. Kirkwood Blvd., Suite 1600C, Southlake, TX 76092. The Administrator of the Plan is Likewise Device Protection, LLC 1900 Kirkwood Blvd, Suite 1600C, Southlake, TX 76092 1-866-277-6325 (TX License Number 501).

You are not required to purchase a service contract to purchase products or services from Carolina West Wireless. You may cancel the service contract at any time by calling Carolina West Wireless at 1-800-235-5007. Any unearned Monthly Fees will be refunded in accordance with applicable law.



Protect your Apple device from cracks, zaps, splashes and disappearances.

Unlimited damage and malfunction claims.

Plus screen repairs for

only
\$29!



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Why Sign up?

SmartPROTECT with AppleCare Services is your total protection option for iPhone and iPad devices, designed to give you peace of mind. So, whether you accidentally leave your iPhone on the roof of your car or your dog turns your iPad into a chew toy, we've got you covered.

With the full **SmartPROTECT with AppleCare Services** program, coverage includes:

 **Accidental damage from handling**

 **Screen breaks**

 **Loss and Theft**

Hardware Malfunction 

You can also choose the level of coverage that's right for you. Whether that's the insurance policy for loss and theft only or the service contract for damage and warranty malfunction only. See the monthly fee for all plans in the cost overview or ask an associate for details. To purchase either offering separately, please call SmartPROTECT Customer Care at 1-800-235-5007.

Unlimited Screen Break, Damage, and Malfunction Claims Plus AppleCare Services Benefits

Life happens. And sometimes that means broken phone screens and other damage. With the service contract, you'll enjoy unlimited claims for screen breaks, other accidental damage, and warranty malfunction. And warranty malfunction claims have a \$0 deductible. You'll also get service and support from Apple including 24/7 priority access to Apple experts via chat or phone, Apple-certified repair, and service at Apple Stores and Apple Authorized Service Providers.

Sign up today to avoid the price tag and headache that come with a lost, stolen, accidentally damaged or malfunctioning device. The chart below shows you just how much you could save!

Potential Savings vs. No Coverage

See how much you could save if your device is damaged, lost or stolen.

Device Retail Price	Savings Range Retail Price - (1 yr Monthly Fee + All Other Damage Repair Deductible or Loss/Theft Deductible)	YOU COULD SAVE* 57%
\$529.00	\$209.88 - \$260.12	
\$829.00	\$474.12 - \$574.12	
\$1,199.00	\$720.12 - \$920.12	

*Savings may vary depending on your program or device. This savings percentage is based on a device with a retail price of \$829 and paying the loss/theft deductible. Savings based on placing 1 approved loss or theft claim in a 12-month period.

Cost Overview

(Taxes not included)

Tier	1	2	3	4
Non-Subsidized Retail Price	\$0.00 - \$599.99	\$600.00 - \$1,000.00	\$1,000.01 - \$1,500.00	\$1,500.01 - \$2,500.00
Monthly Fee (Loss, Theft, Damage & Malfunction) *	\$9.99	\$12.99	\$14.99	\$16.99
Monthly Fee (Loss & Theft Only)	\$4.42	\$5.55	\$5.66	\$8.04
Monthly Fee (Damage & Malfunction Only)	\$5.57	\$7.44	\$9.33	\$8.95
iPhone Screen Repair Deductible (iPhone Screen Only**)	\$29.00	\$29.00	\$29.00	\$29.00
iPhone Repair Deductible (All Other Damage)	\$99.00	\$99.00	\$99.00	\$99.00
iPad Repair Deductible (Screen and All Other Damage)	\$49.00	\$49.00	\$49.00	\$49.00
Malfunction Deductible (iPhone and iPad)	\$0.00	\$0.00	\$0.00	\$0.00
Loss & Theft Deductible (iPhone and iPad)	\$149.00	\$199.00	\$299.00	\$399.00

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**Screen repair for iPhone models 12 and newer (excluding iPhone SE) refers to the front or back glass. If the claim is for both front and back glass breakage repair, the deductible is \$58 (\$29 per repair).

Your premium and deductible are based on the non-contract, non-subsidized new retail price of the model of your mobile device on the purchase date. The deductible must be paid before you repair your device or receive your replacement equipment and is non-refundable.

File a claim quickly and easily

Should the unexpected happen to your phone, you'll need to file a claim with Apple or Likewize. Just follow the steps below.

- 1 Visit protect.likewize.com/carolinawest or call 1-888-399-5296.
- 2 Provide details about what happened to your device.
- 3 Pay the applicable deductible.
- 4 Follow the directions provided to get your device repaired* or replaced.

Remember, if you are not sure where to start, you can always contact Likewize. We'll process your claim or transfer you to Apple for assistance.

All accidental damage from handling and malfunction claims can be filed with Apple. To contact Apple directly, call 1-800-APL-CARE or visit getsupport.apple.com. Lost or Theft claims must be filed with Likewize within 60 days of the incident date.

*Repair availability is dependent on make/model, damage type, and location.

