



First screen-break repaired at **NO EXTRA COST** with **Premium Device Protection**



# DEVICE PROTECTION

Accidents happen! That's why Fido's device protection plans give you peace of mind for your device when your warranty or phone case doesn't.<sup>1</sup>

	PREMIUM DEVICE PROTECTION™ (BEST VALUE)	DEVICE PROTECTION LITE
	<b>\$13</b> /month	<b>\$9</b> /month
SCREEN REPAIR	First screen-break repaired at <b>NO EXTRA COST</b>	—
DEVICE REPLACEMENT	Accidental physical or liquid damage, loss or theft <sup>2</sup> , out-of-warranty defects	—
DEVICE REPAIR	Accidental damage including liquid damage, out-of-warranty defects	Accidental damage including liquid damage, out-of-warranty defects
	Repair or replacement processing fees apply	Repair processing fees apply
	Save \$5 per month on the Value Pack when you add Premium Device Protection to the \$7 Value Pack	

To be eligible, you must sign up within 45 days of new activation or upgrade. You can cancel at any time.

## SCREEN REPAIR (only with Premium Device Protection)

Great news! With Premium Device Protection, we'll repair your first service request for a cracked or damaged screen once at **no extra cost**, as long as there's no other damage to your device.

A few things to keep in mind:

- This no-extra-cost screen repair counts towards your maximum of two fulfilled service requests in any rolling 12-month period
- If there is additional damage, a processing fee will apply for repair or replacement



## DEVICE REPLACEMENT (only with Premium Device Protection)

With Premium Device Protection, we'll give you a comparable replacement if your device is lost, stolen, damaged (physically or by liquid) or has any other problems your warranty may not cover.<sup>2</sup>

A few things to keep in mind:

- Replacements could either be new or a refurbished version of the same or comparable model
- Maximum of two fulfilled service requests during any 12-month period<sup>3</sup>
- Every replacement will be subject to a replacement processing fee of \$100 to \$400, depending on your device model<sup>4</sup>

Visit [fido.ca/servicerequest](https://fido.ca/servicerequest) to check out the full list of replacement processing fees.

## DEVICE REPAIR (with both protection plans)

We'll try to repair your device if it's damaged physically or has any other problems your warranty may not cover.

A few things to keep in mind:

- We offer a maximum of two fulfilled service requests during any 12-month period<sup>3</sup>
- Every repair is subject to a repair processing fee of \$30 to \$175, depending on your device model<sup>4</sup>
- Repair option is only available if your device is repairable. With Premium Device Protection, you'll have the added benefit to convert to a replacement service request in this case.

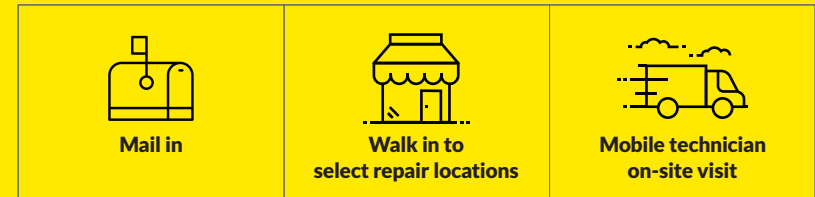
Visit [fido.ca/servicerequest](https://fido.ca/servicerequest) for the full list of repair processing fees.

## YOUR MANUFACTURER'S WARRANTY

If you're still within the manufacturer's warranty period (within the first year of purchase) and your wireless device stops working, bring it to us in-store and we'll take a look. If it's still covered by the manufacturer's warranty, we'll take care of getting it fixed for you.

Visit [fido.ca/protection](https://fido.ca/protection) for all details.

## REPAIR FULFILLMENT OPTIONS



Options available, depending on the Device Protection chosen, device, location and damage type, are provided at time of service-request submission.

File a service request online at [fido.ca/servicerequest](https://fido.ca/servicerequest) or call 1-866-327-3399. Offers subject to change without notice. Taxes extra. Full program terms and conditions available at [brightstarprotect.com/fido](https://brightstarprotect.com/fido). This brochure is applicable to Device Protection plans offered in Saskatchewan and Manitoba only. Fido Prepaid not eligible. Loss, theft and damage protection, for Premium Device Protection, and damage protection for Device Protection Lite is covered by an insurance policy underwritten by AIG Insurance Company of Canada, which may be contacted at 120 Bremner Boulevard, Suite 2200, Toronto, Ontario, M5J 0A8. Consumers who elect a plan are contracting with AIG Insurance Company of Canada and not with Fido or any third party who offers the program. Fido, Brightstar Device Protection, Ltd. and third parties who offer the Device Protection plans may receive compensation or other consideration for offering the plans. Within 30 days of requesting enrollment in a Device Protection plan, consumers will be notified of their acceptance in the plan. If accepted, protection is effective on the date the enrollment was requested. For complete terms and conditions of the Device Protection plans, go to [brightstarprotect.com/fido](https://brightstarprotect.com/fido). Other protection programs may exist from other insurers or agents that the consumer may prefer. A Device Protection plan is not required to be purchased by any consumer under any circumstance. Device tier is determined by the non-subsidized, non-discounted manufacturer's suggested retail price at the time of enrollment. A complete list of eligible devices and tiers available at [brightstarprotect.com/fido](https://brightstarprotect.com/fido). **1.** Device Protection applies only to the device in use on the enrolled mobile number at time of failure. Applicable Fees determined by device in use on your protected mobile number and may be adjusted to applicable rate if a different device is activated on your mobile number. Failures due to defects in material and workmanship during manufacturer's warranty period not covered under the Device Protection plans. Service requests during manufacturer's warranty period must be submitted through the Fido manufacturer warranty support programs. The Device Protection plans are a month-to-month contract that continues until cancelled by you or Fido. Repair option available only if device is repairable and depends on your location and availability. Certain failures not protected, including indirect damages; misuse or intentional acts; pre-existing failures; cosmetic damages that don't affect function; damage caused by viruses or unauthorized programming. See full list in program terms and conditions available at [brightstarprotect.com/fido](https://brightstarprotect.com/fido). **2.** We will cover the cost to replace the protected device up to a maximum of **\$2,300**, inclusive of a **\$500** per service request limit for protected accessories, per service request depending on the tier of your protected device. If we do not receive your original device within **30** days, or if you return your original device with a locking feature enabled, you will be charged a non-returned equipment fee or locked device fee (as applicable) up to **\$800**. If we provide replacement equipment to you as a result of the loss or theft of your protected device and you later recover the protected device, you must return it to us as directed in the terms and conditions. Call 1-866-327-3399 to request a prepaid return mailer. Available only on plans offered as of April 7, 2015. **3.** We'll protect you with up to 2 replacements and/or repairs of the protected device during any 12-month period, beginning on the date that the first approved service request is fulfilled. **4.** A non-refundable processing fee will be collected from you prior to fulfilling your approved service request. A service request conversion fee (applicable to Premium Device Protection) is the difference between the repair processing fee and the replacement processing fee, and will be charged in instances where the device cannot be repaired and you elect to have it replaced. © 2019

DEVICE PROTECTION | Visit [fido.ca](https://fido.ca) or call 1-888-481-3436.

**fido**   
Go get it.