



Accidents happen!
First screen break repair
at NO EXTRA COST



Premium Device Protection for Android

Accidents happen! That’s why Fido Premium Device Protection plans give you peace of mind for your device when your phone case doesn’t.¹

Android devices

Enjoy a whole new level of protection with **Premium Device Protection™** for Android, the plan that includes your first screen break repair at absolutely no extra cost.

\$6.99 - \$18.99 per month depending on device tier.

SCREEN REPAIR	First broken screen repaired at absolutely no extra cost.
DEVICE REPLACEMENT	Loss or theft. ²
DEVICE REPAIR	Accidental damage from handling, out-of-warranty defects.

To get Premium Device Protection for Android, simply call or visit a retail location near you within 60 days of your new device purchase or upgrade. Of course, you can cancel at any time.

Free screen repair

Cracked or damaged screen? No problem!

As long as there’s no other damage to your device, we’ll repair your first cracked or broken screen; no processing fees will apply.

- This \$0 repair processing fee is part of your maximum of three fulfilled service requests during any 12-month period – 2 for accidental damage from handling or out-of-warranty defects and 1 for loss or theft.
- If there is additional damage, the all-other-damage repair processing fee will apply.
- You can choose between Mail-in or Walk-in repair service, or call for a Mobile Repair technician.



DEVICE REPAIR

Rest assured, we want to repair your device if it's damaged physically, or has any other problems your warranty may not protect.

If however, the device's problem is irreparable, we'll give you a comparable replacement that is either new, or a refurbished version of the same or a comparable model.²

Your protected device is eligible for a maximum of three fulfilled service requests every rolling 12 months – 2 for accidental damage from handling or out-of-warranty defects and 1 for loss or theft.³

Every repair will be subject to a repair processing fee of \$39 - \$129, depending on the device type and the type of damage.⁴

Visit fido.ca/servicerequest to check out the list of processing fees by device and damage.

DEVICE REPLACEMENT

If for any reason your device gets lost, stolen, suffers irreparable damage physically or by liquid, or has any other irreparable problems your warranty may not cover², you'll get a comparable replacement.

You can count on us that your replacement will either be new, or a refurbished version or a comparable model.

Your protected device is eligible for a maximum of three fulfilled service requests every rolling 12 months – 2 for accidental damage from handling or out-of-warranty defects and 1 for loss or theft.³

Each loss/theft replacement will be subject to a processing fee of \$150 - \$400, depending on the tier of the device being replaced.⁴

PLUS

We'll honour your manufacturer's warranty.

As always, with any Device Protection plan, 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 under the manufacturer's warranty, we'll take care of getting it fixed for you.

REPAIR FULFILLMENT OPTIONS



Mail in



Walk in to repair location



Mobile technician on-site visit

Options available, depending on the device, location and damage type. Available options provided at time of service request submission.¹

Accidents happen. Get Premium Device Protection for Android today!

For full details visit fido.ca/protection
To enroll visit a Fido store or call 1-888-481-3436



Offer subject to change without notice. Taxes extra. Full program terms and conditions available at fido.ca/servicerequest. This brochure is applicable to Premium Device Protection for Android offered in Manitoba and Saskatchewan; please refer to the applicable plan brochure for other provinces. Fido prepaid devices not eligible. Loss, theft and damage protection are covered by an insurance policy underwritten by AIG Insurance Company of Canada, and 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 Premium Device Protection for Android may receive compensation or other consideration for offering the plan. Within 30 days of requesting enrollment in Premium Device Protection for Android, consumers will be notified of their acceptance in the Plan. If accepted, protection is effective on the date the enrollment was requested. To file a Service Request, call Brightstar Device Protection at 1-866-327-3399 or visit fido.ca/servicerequest. For complete terms and conditions, go to fido.ca/servicerequest. Other protection programs may exist from other insurers or agents that the consumer may prefer. The Fido Premium Device Protection for Android Plan is not required to be purchased by any consumer under any circumstance. **1.** Device Protection applies only to the device IMEI enrolled at time of failures. Applicable fees are determined by device IMEI enrolled. Failures due to defects in material and workmanship during manufacturer's warranty period not protected; service requests during manufacturer's warranty period must be submitted through the Fido manufacturer warranty support programs. Premium Device Protection for Android is a month-to-month contract that continues until cancelled by you or Fido. Repair options available only if device is repairable and depends on your location, device and type of damage. 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 fido.ca/servicerequest. **2.** We will cover the cost to replace the protected device up to a maximum of \$3,000.00, inclusive of protected accessories, per service request depending on the tier of your protected device. If you receive a replacement device due to a damage or extended warranty service request and 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 \$800.00 depending on your device tier. 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. **3.** We'll provide up to 3 fulfilled service requests during any twelve-month period two of which can be for accidental damage from handling or out-of-warranty defects and one of which can be for lost or theft, beginning on the date that the first approved service request is fulfilled. **4.** The non-refundable processing fee depends on your device type and damage type and will be collected from you prior to fulfilling your approved service request. A service request conversion fee is the difference between the repair processing fee paid and the repair processing fee owed and will be charged in instances where the device has additional damage beyond screen damage. Device tier is determined by the non-subsidized, non-discounted manufacturer's suggested retail price of the device at the time of enrollment. A complete list of device tiers available at fido.ca/servicerequest. File a service request online at fido.ca/servicerequest or call 1-866-327-3399. © 2021