



**Accidents happen!**  
**First iPhone**  
**screen break repair**  
**at NO EXTRA COST**

# Premium Device Protection for Apple featuring AppleCare Services

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

## iPhone and iPad

Enjoy a whole new level of protection with the plan that includes your first iPhone screen break repair at absolutely no extra cost. Plus get unlimited hardware warranty service requests with \$0 processing fees and service and support direct from Apple.

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

SCREEN REPAIR	First broken iPhone screen repaired at <b>absolutely no extra cost.</b>
DEVICE REPLACEMENT	Loss or theft. <sup>2</sup>
DEVICE REPAIR	Accidental damage from handling, hardware warranty protection for malfunctions and defects.

To get Premium Device Protection for Apple featuring AppleCare Services, 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 for your iPhone

### Cracked or damaged screen? No problem!

As long as there's no other damage to your iPhone, we'll repair your first cracked or broken screen for no processing fees.

- 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 and 1 for loss or theft.
- If there is additional damage, the all-other-damage repair processing fee will apply.
- You can choose between In-store, Walk-in or Mail-in repair service (conditions may apply).



## DEVICE REPAIR

Rest assured, we want to repair your device if it's damaged physically, or has any other hardware warranty problems.

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

Your protected device is eligible for a maximum of three fulfilled service requests every rolling 12 months – 2 for accidental damage from handling and 1 for loss or theft.<sup>3</sup>

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

Visit [fido.ca/servicerequest](https://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 you'll get a replacement.

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

Your protected device is eligible for a maximum of three fulfilled service requests every rolling 12 months – 2 for accidental damage from handling and 1 for loss or theft.<sup>3</sup>

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

## ENJOY THE FOLLOWING BENEFITS

Service and support direct from Apple at Apple Stores and Apple Authorized Service Providers.

Apple certified repair or replacement.

Unlimited hardware warranty service requests for \$0 processing fee for as long as you're enrolled in the plan. These service requests do not count toward the 12-month limit.

## REPAIR FULFILLMENT OPTIONS



Mail in



Walk in to repair location



In-store

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

## Accidents happen.

## Get Premium Device Protection for Apple featuring AppleCare Services today!

For full details visit [fido.ca/protection](https://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](https://fido.ca/servicerequest). This brochure is applicable to Premium Device Protection for Apple featuring AppleCare Services offered in Manitoba and Saskatchewan; please refer to the applicable plan brochure for other provinces. Fido prepaid devices not eligible. Loss, theft and accidental damage from handling 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 Apple featuring AppleCare Services may receive compensation or other consideration for offering the plan. Within 30 days of requesting enrollment in Premium Device Protection for Apple featuring AppleCare Services, 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](https://fido.ca/servicerequest). For complete terms and conditions, go to [fido.ca/servicerequest](https://fido.ca/servicerequest). Other protection programs may exist from other insurers or agents that the consumer may prefer. The Fido Premium Device Protection for Apple featuring AppleCare Services 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. Device Protection plans are month-to-month contracts that continue 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](https://fido.ca/servicerequest). **2.** We will cover the cost to replace the protected device up to a maximum of \$3,000, 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 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 the 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 and one of which can be for lost or theft, beginning on the date that the first approved service request is fulfilled. For Apple Watch, we'll provide up to 2 fulfilled service requests during any twelve-month period for accidental damage from handling. Apple Watch protection does not include loss or theft. **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](https://fido.ca/servicerequest). File a service request online at [fido.ca/servicerequest](https://fido.ca/servicerequest) or call 1-866-327-3399. © 2021