

wing

# It Happens Device Protection

Protect your device and stay connected



likewise.

## Why Sign Up?

It Happens Device Protection (the “Plan”) is designed to give you peace of mind. So when you accidentally spill your morning coffee on your phone, or your dog turns it into a chew toy, you’re protected. If the unexpected happens, the Plan provides convenient repair options to get you reconnected quickly.

Sign up today to help avoid the price tag and headache that come with a damaged or malfunctioning device.

## What’s Protected?

The Plan protects against accidental damage from handling and electrical/mechanical malfunction after expiration of the manufacturer’s warranty. There’s even low-cost screen break repair.

## How Much does it Cost?

Tier	1	2	3 Includes all BYO Devices	4
Retail Value of Device	\$0.00 – \$298.99	\$299.00 – \$598.99	\$599.00 – \$1,000.00	\$1,000.01 – \$1,500.00
Monthly Service Fee	\$5.95	\$8.95	\$10.95	\$11.95
Screen Break Repair Processing Fee	N/A	\$29.00	\$29.00	\$29.00
All Other Damage Repair Processing Fee	N/A	\$49.00	\$99.00	\$99.00
Replacement Processing Fee	\$39.00	\$99.00	\$199.00	\$249.00

All plan costs and fees are subject to applicable taxes.

Your Monthly Service Fee and Processing Fees are based on the non-subsidized, non-discounted new retail value of the model of your device on the purchase date. The Processing Fee must be paid before your device is repaired or replaced and is non-refundable.

## How Do I File a Service Request?

Filing a Service Request is easy. Just follow the 3-step process below to get reconnected quickly and efficiently.



**Step 1:** Visit [protect.likewise.com/ithappens](https://protect.likewise.com/ithappens)



**Step 2:** Explain what happened and pay the required Processing Fee



**Step 3:** Once approved, get your device repaired\*

\*Repair availability is dependent upon device make/model, damage type, and location. If your device cannot be repaired, you’ll receive a replacement. For a full list of details and service request qualifications, see the complete terms and conditions or visit [protect.likewise.com/ithappens](https://protect.likewise.com/ithappens).

## Frequently Asked Questions

### When Am I Protected?

For new devices, coverage starts on the day you enroll in the Plan. You will have 30 days from the date of purchase to enroll in the Plan. There is no waiting period for new devices.

For “Bring Your Own” devices (BYOD), you will have 30 days to enroll in the Plan; however, there will be a 30-day waiting period before protection begins.

Please note that your device must be fully operational and active on the network at the time of enrollment.

### What’s Not Protected?

Loss and theft are not included in this plan. Any normal wear and tear, pre-existing flaws, or cosmetic damage are not protected. Have questions or need more details? Your Terms and Conditions have the full details on what is and is not protected.

### How Will I Be Billed?

Your monthly service fee will be added to your monthly Wing bill.

### How many service requests am I allowed?

You are allowed 2 approved service requests in any rolling 12-month period beginning with the date of your first approved service request.

### What if my Device can’t be Repaired?

If your device cannot be repaired, you will receive a replacement. Replacements are often new but on occasion may be reconditioned. While reconditioned equipment looks and functions like new, it may have minor cosmetic flaws and contain non-original manufacturer parts and accessories. If the exact make and model is not available, your replacement will be of like kind and quality. All replacement equipment and repaired equipment comes with a ninety (90) day warranty.

### Are There any Other Fees I Should Know About?

Additional fees you may subject to are: Non-Return Fee, Locked Device Fee, Claim Conversion Fee, and No Trouble Found Fee. If your original equipment is not received within ten (10) days, of receiving the replacement device, you will be charged a Non-Return Equipment Fee of up to the non-subsidized, non-discounted retail price of the enrolled device at the time of enrollment.

If you pay a Screen Break Repair Processing Fee and the phone has additional damage beyond the screen or is unrepairable and needs to be replaced, you’ll then need to pay a Service Request Conversion Fee. See the Plan Terms and Conditions for the fee amounts.

A No Trouble Found Fee of \$50 may be charged if you are approved for a service request and no trouble is found with the device you return to us or bring in for repair.

### How do I Cancel?

You may cancel at any time by calling Wing at (818) 722-1441. You will receive a prorated refund in accordance with applicable law.

For full plan terms and conditions, visit [protect.likewise.com/ithappens](https://protect.likewise.com/ithappens)

## What are the Fees?

The Monthly Service Fee, Repair Processing Fee and Replacement Processing Fees are based on the new retail price of the model of your wireless device when initially purchased. The Monthly Service Fee is due in advance each month and will be added to your monthly wireless bill by Wing. All Processing Fees are per incident and are non-refundable.

Tier	1	2	3	4
Retail Value of Device	\$0.00 - \$298.99	\$299.00 - \$598.99	\$599.00 - \$1,000.00	\$1,000.01 - \$1,500.00
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Replacement Processing Fee	\$39.00	\$99.00	\$199.00	\$249.00

## What is the Coverage Term Period?

For new devices, coverage starts on the day you enroll in the Plan. You will have 30 days from the date of purchase to enroll in the Plan. There is no waiting period for new devices.

For “Bring Your Own” devices (BYOD), you will have 30 days to enroll in the Plan; however, there will be a 30-day waiting period.

Please note that your device must be fully operational and active on the network at the time of enrollment.

## OTHER MATERIAL DISCLOSURES

This brochure contains a summary of information regarding the Service Contract and is not a full and complete version. Some provisions may differ by state based upon applicable state law. PLEASE READ THE COMPLETE SERVICE CONTRACT CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. For more information or to obtain a complete copy of the service contract, visit [protect.likewise.com/ithappens](https://protect.likewise.com/ithappens) or call 855-953-4223.

You are not required to purchase this Agreement to purchase products or services from Wing. You may cancel this Agreement at any time by calling Wing at (818) 722-1441. Any unearned Service Fees will be refunded in accordance with applicable law.

The Plan is not an insurance policy. It is a service contract. Please review the terms and conditions for complete details, limitations, and exclusions. The Provider of the Plan is Likewise Device Protection, LLC, 1900 W. Kirkwood Blvd., Suite 1600C, Southlake, TX 76092, except in FL where the Provider is Lyndon Southern Insurance Company, 10751 Deerwood Blvd., Suite 200, Jacksonville, FL 32256 and in WA where the Provider is 4Warranty Corporation, 10751 Deerwood Blvd., Suite 200, Jacksonville, FL 32256. The Administrator of the Plan is Likewise Device Protection, LLC 1900 Kirkwood Blvd, Suite 1600C, Southlake, TX 76092 (866) 277-6325 Administrator, (TX License Number 501).