

FAQs

What AppleCare Services benefits are included?

- Service and support direct from Apple for Accidental Damage and Warranty Malfunction Service Requests.
- Unlimited Accidental Damage Service Requests.
- Unlimited Warranty Malfunction Service Requests. There is no Processing Fee for these Service Requests.
- Priority access to Apple experts via chat or phone.
- Battery coverage.
- Apple-certified repair or replacement with genuine Apple parts.
- Repair service at Apple Stores and Apple Authorized Service Providers.
- Express Replacement Service.

How many Service Requests can I make?

Your plan provides unlimited Service Requests for Accidental Damage and Warranty Malfunctions, and 1 Service Request for Lost or Stolen within a rolling 12-month period, up to a \$3,000 limit per Service Request. All repairs and replacements will be Apple-certified.

What if my device can't be repaired?

Apple will provide you with a replacement device. If the replacement needs to be shipped to you, it'll be sent as soon as the next business day.

What if there isn't a repair location near me?

Don't worry, Apple accepts devices via mail. You'll receive a prepaid label and shipping materials and all you need to do is package your device and mail it according to the instructions provided. It'll be repaired and returned to you usually within 3 to 5 business days after Apple receives it.

What if I have an issue with my device after repair?

All repair work is guaranteed for 90 days. Simply call Apple at 1-800-263-3394 to get your issue resolved.

How will I be charged?

When you enroll in the program, your credit card will be charged a prorated amount calculated based on the number of days between the date of purchase and the end of the month. The Monthly Subscriber Fee will be charged to the same credit card on the first day of each month.

What's not covered?

While our plan covers an impressive range of incidents, there are a few exceptions like normal wear and tear or pre-existing damage. Other exclusions may apply. Please refer to the Terms and Conditions for all the details and give us a call at 1-855-562-1955 if you have any questions.

Can I cancel my coverage?

Mobile Protection Plan Plus featuring AppleCare Services covers your device for as long as you pay your Monthly Subscriber Fee. Should you decide to cancel, you may do so at any time and for any reason by calling us at 1-855-562-1955. A prorated refund of your Monthly Subscriber Fee will be issued to your credit card.

MOBILE PROTECTION PLAN+ featuring AppleCare Services



WORRY-FREE PROTECTION FOR YOUR IPHONE AND IPAD

We know the inconvenience that comes with a lost or damaged device, not to mention the time and expense it takes to replace it. That's why we've partnered with Apple to bring you a protection plan designed for iPhone and iPad customers –

Mobile Protection Plan Plus featuring AppleCare Services. It protects against Lost, Stolen, Accidental Damage (including liquid damage), and Warranty Malfunctions.

HOW IT WORKS

Sign up for **Mobile Protection Plan Plus featuring AppleCare Services** when you purchase your new device and protection starts immediately.

During the time you're enrolled in the Plan, you'll enjoy service and support direct from Apple. That means unlimited incidents of accidental damage protection, priority access to Apple experts, Apple-certified repair or replacement, and repair service at Apple Stores and Apple Authorized Service Providers.

REPAIRS AND REPLACEMENTS YOU CAN COUNT ON

If something happens to your device, there are flexible options to get it repaired or replaced.

You are eligible for unlimited Service Requests for Accidental Damage and Warranty Malfunctions, and 1 Service Request for Lost or Stolen within a rolling 12-month period. All repairs and replacements will be Apple certified.

PLAN FEES*

Retail Price of Your Device at Enrollment	\$0 - \$749.99	\$750 - \$1,099.99	\$1,100 - \$1,699.99	\$1,700 & Higher
Monthly Subscriber Fee	\$11.99	\$13.99	\$16.99	\$18.99
iPhone Repair Processing Fee (Screen only)	\$39	\$39	\$39	\$39
iPhone Repair Processing Fee (All other damage)	\$129	\$129	\$129	\$129
iPad Repair Processing Fee (Screen and all other damage)	\$49	\$49	\$49	\$49
Lost/Stolen Replacement Processing Fee	\$199	\$249	\$399	\$599

* Taxes not included. Other fees may apply. Visit protect.likewise.com/mobileprotection for details.

HOW DO I GET HELP?

For Accidental Damage and Warranty Malfunction Service Requests

- 1 The best place to start is **getsupport.apple.com**. Just answer a few questions and you'll be presented with options to help resolve your issue.
- 2 Go to **locate.apple.com** to find an Apple Store or Apple Authorized Service Provider near you.
- 3 Call **1-800-263-3394** to speak directly to an AppleCare Advisor.
- 4 Pay any applicable Processing Fee.
- 5 Follow the directions provided to get your device repaired or replaced. If your device was damaged and you received a replacement, you'll return the damaged device to Apple.

For Lost or Stolen Service Requests

- 1 Visit **protect.likewise.com/mobileprotection** or call **1-855-562-1955**.
- 2 Provide information about your protected device and details about what happened.
- 3 Pay the applicable Processing Fee.
- 4 Follow the directions provided to get your device replaced.

Service Requests must be filed within 60 days of the incident and completed, including providing any documentation requested, within 60 days from the reporting date. The Find My feature must be enabled at the time of loss in order to file a Service Request for Lost or Stolen.

The Mobile Protection Plan Plus featuring Apple Care Services (the "Plan") is administered on behalf of GLENTEL by Likewise Device Protection, Ltd. ("Likewise").

In all provinces other than Manitoba and Saskatchewan, the Plan is provided by GLENTEL pursuant to a service contract. In Manitoba and Saskatchewan, protection for Warranty Malfunction is provided by GLENTEL pursuant to a service contract and protection for Lost, Stolen, and Accidental Damage is underwritten by AIG Insurance Company of Canada pursuant to an insurance policy. The insurance portion of your protection is a contract between you and AIG Insurance Company of Canada and not Likewise or GLENTEL. GLENTEL, Likewise, and third parties who offer the Plan may receive compensation or other consideration for offering the Plan.

You are not required to enroll in the Plan in order to purchase products or services from GLENTEL. The protection provided under the Plan may duplicate other sources of protection available to you.

For full Terms and Conditions, visit protect.likewise.com/mobileprotection