

FAQs

What AppleCare Services benefits are included?

- Service and support direct from Apple for Accidental Damage and Warranty Malfunction Claims.
- Unlimited Accidental Damage Claims.
- Unlimited Warranty Malfunction Claims. There is no Deductible for these Claims.
- 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 Claims can I make?

Your plan provides unlimited Claims for Accidental Damage and Warranty Malfunctions, and 1 Claim for Loss or Theft in any rolling 12-month period, up to a \$3,000 limit per Claim. 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 Premium 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 your insurance policy 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 Premium. Should you decide to cancel, you may do so at any time and for any reason by calling us at 1-855-562-1955 or by filling out the cancellation form (available at protect.likewise.com/mobileprotection) and writing to us at Likewise Device Protection, Ltd., 1235 Bay Street, Suite 400, Toronto, ON M5R 3K4. A prorated refund of your Monthly Premium will be issued to your credit card.

MOBILE PROTECTION PLAN+ featuring AppleCare Services



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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 Loss, Theft, 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 Claims for Accidental Damage and Warranty Malfunctions, and 1 Claim for Loss or Theft within a rolling 12-month period. All repairs and replacement 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 Premium	\$11.99	\$13.99	\$16.99	\$18.99
iPhone Repair Deductible (Screen only)	\$39	\$39	\$39	\$39
iPhone Repair Deductible (All other damage)	\$129	\$129	\$129	\$129
iPad Repair Deductible (Screen and all other damage)	\$49	\$49	\$49	\$49
Loss/Theft Replacement Deductible	\$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 Claims

- 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 Deductible.
- 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 Loss or Theft Claims

- 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 Deductible.
- 4 Follow the directions provided to get your device replaced.

Claims 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 Claim for Loss or Theft.

The Mobile Protection Plan Plus featuring AppleCare Services (the "Plan") is an insurance plan underwritten by Zurich Insurance Company Ltd (Canadian Branch); administered by Likewise Device Protection Ltd, and distributed by GLENTEL Inc. You are not required to enroll in the Plan in order to purchase products or services from GLENTEL. The insurance provided under the Plan may duplicate other sources of coverage available to you. Likewise and GLENTEL are not parties to the insurance contract, which will be between Zurich Insurance Company Ltd (Canadian Branch) and you.

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