



# Premium Device Protection for Apple products featuring AppleCare Services



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

**Unlimited iPhone screen break repairs with the first one at NO EXTRA COST**

## iPhone and iPad

Enjoy a whole new level of protection with the plan that includes unlimited iPhone screen break repairs with the first one at absolutely no extra cost, as long as there's no other damage to your device.

Plus get unlimited hardware warranty service requests with \$0 processing fees, unlimited accidental damage service requests and service and support direct from Apple.

\$6.99 - \$15.99 per month depending on device tier. Processing fees apply.<sup>4</sup>

SCREEN REPAIR	Unlimited iPhone screen break repairs with the first one at <b>absolutely no extra cost</b> .
DEVICE REPAIR	Accidental damage from handling, hardware warranty protection for malfunctions and defects.

To get Premium Device Protection for Apple products 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.

## DEVICE REPAIR

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

Your protected device is eligible for unlimited accidental damage from handling and hardware malfunction device repair service requests.<sup>3</sup>

Service requests for Apple Watch repairs are unlimited.

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>

## 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.<sup>2</sup>

Your protected device is eligible for one service request for loss or theft device replacement every rolling 12 months.<sup>3</sup>

Apple Watch is not eligible for loss or theft protection.

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 with \$0 processing fees, and unlimited accidental damage service requests.

### Available Repair Options

Mail In	Walk in to repair location	In-store
		

Options available dependent on device, location and damage type.

Available options provided at time of service request submission.<sup>1</sup>

Visit [rogers.com/servicerequest](https://rogers.com/servicerequest) to check out the list of processing fees by device and damage.

## Accidents happen.

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

For full details visit [rogers.com/protection](https://rogers.com/protection)

To enroll visit a Rogers store or call 1-888-ROGERS1



Offer subject to change without notice. Taxes extra. Full program terms and conditions available at [rogers.com/servicerequest](https://rogers.com/servicerequest). This brochure is applicable to Premium Device Protection for Apple featuring AppleCare Services offered in Quebec; please refer to the applicable plan brochure for other provinces. Rogers prepaid devices not eligible. **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 Rogers. 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 [rogers.com/servicerequest](https://rogers.com/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 1-855-877-3887 to request a prepaid return mailer. **3.** We'll provide an unlimited accidental damage from handling service requests. **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 and processing fees available at [rogers.com/servicerequest](https://rogers.com/servicerequest). File a service request online at [rogers.com/servicerequest](https://rogers.com/servicerequest) or call 1-855-877-3887. © 2023