

FAQs

What AppleCare Services benefits are included?

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

Your plan provides unlimited Service Requests/Claims for Accidental Damage and Warranty Malfunctions, and 1 Service Request/Claim for Lost or Stolen in any rolling 12-month period, up to a \$3,500 limit per Service Request/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 shipping services. 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/Premium will be charged to the same credit card on the first day of each month.

Can I use my PC Optimum™ points?

At time of enrollment, you can make a one-time redemption of your PC Optimum™ points to pre-pay the Monthly Subscriber Fees/Premiums. Your PC Optimum™ points will be converted into a credit at the rate of 1,000 PC Optimum™ points per \$1. Minimum redemption is 10,000 PC Optimum™ points (worth \$10 in rewards) and in increments of 10,000 points thereafter. Once the credit is depleted, the credit card you provided at time of enrollment will be charged monthly going forward.

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 terms and conditions for all the details and give us a call at 1-844-225-6333 if you have any questions.

Can I cancel my coverage?

Device Protection Plan Plus featuring AppleCare Services covers your device for as long as you pay your Monthly Subscriber Fee/Premium. Should you decide to cancel, you may do so at any time and for any reason by calling us at 1-844-225-6333. A prorated refund of your Monthly Subscriber Fee/Premium will be issued to your credit card.

Help? Questions?

protect.likewise.com/themobileshop
or 1-844-225-6333

DEVICE PROTECTION PLAN+

featuring
AppleCare Services

AppleCare Services



THE MOBILE SHOP®

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 – **Device 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 **Device 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/Claims for Accidental Damage and Warranty Malfunctions, and 1 Service Request/Claim for Lost or Stolen within a rolling 12-month period. All repairs and replacements will be Apple-certified.

PROGRAM FEES*

Retail Price of Your Device at Enrollment	\$0-\$749.99	\$750-\$1,099.99	\$1,100-\$1,699.99	\$1,700+
Monthly Subscriber Fee/Premium	\$12.99	\$15.99	\$18.99	\$21.99
iPhone Repair Processing Fee/Deductible (screen only)	\$39	\$39	\$39	\$39
iPhone Repair Processing Fee/Deductible (All other damage)	\$129	\$129	\$129	\$129
iPad Repair Processing Fee Deductible (Screen and all other damage)	Ranges from \$39 to \$129			
Lost/Stolen Replacement Processing Fee	\$199	\$249	\$449	\$649

* Taxes not included. Other fees may apply. Visit protect.likewize.com/themobileshop for details.

HOW DO I GET HELP?

For Accidental Damage and Warranty Malfunction Service Requests/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 Processing Fee/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 Lost or Stolen Service Requests/Claims

- 1 Visit **protect.likewize.com/themobileshop** or call **1-844-225-6333**.
- 2 Provide information about your protected device and details about what happened.
- 3 Pay the applicable Processing Fee/Deductible.
- 4 Follow the directions provided to get your device replaced.

Service Requests/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 on the device at the time of loss in order to file a Service Request/Claim for Lost or Stolen.

DEVICE IDENTIFICATION NUMBERS

Write down your unique device identification numbers here for easy reference. These numbers will be handy if you need to make a Service Request/Claim.

Mobile Phone Number _____ ESN / IMEI _____

The Device Protection Plan Plus featuring AppleCare Services (the "Plan") is administered on behalf of GLENTEL by Likewize Device Protection, Ltd. ("Likewize"). In all provinces other than Manitoba and Saskatchewan, the Plan is provided by GLENTEL pursuant to a service contract. In Manitoba and Saskatchewan, loss, theft, accidental damage from handling and hardware malfunction protection are covered by an insurance policy underwritten by Zurich Insurance Company Ltd (Canadian Branch) and may be contacted at 100 King Street West, Suite 5500, P.O. Box 290, Toronto, Ontario M5X 1C9. Consumers who elect a plan are contracting with Zurich Insurance Company Ltd (Canadian Branch) and not with GLENTEL or any third party who offers the program. GLENTEL, Likewize, 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.likewize.com/themobileshop