

## DEVICE PROTECTION PLAN

### WHY SIGN UP?

The Mobile Shop Device Protection Plan is a great protection option, designed to give you peace of mind. So when you accidentally drop or get your phone wet, we've got you covered.

- Monthly Service Fees start as low as \$5.99
- Plan covers:
  - Accidental (Liquid and Screen Damage)
  - Mechanical and Electrical Failure after Manufacturer's Warranty
- Use your Points\*\* to pre-pay the Monthly Service Fees
- A replacement device is sent directly to you within 2 business days
- Service Requests can be made at your convenience, either online or by calling the Call Centre

Sign up today to avoid the headaches that come with an accidentally damaged or malfunctioning phone.

### HOW DO I FILE A SERVICE REQUEST?

Filing a Service Request is easy. Follow our 3-step process to get your request resolved quickly and efficiently.

**STEP 1** Visit [brightstarprotect.com/themobileshop](https://brightstarprotect.com/themobileshop) or call 1-844-225-6333



**STEP 2** Submit a Service Request and pay the Processing Fee



**STEP 3** Receive Your Replacement and send back your damaged device



For Full Terms and Conditions, including Service Request, visit [themobileshop.ca/device-protection-plan](https://themobileshop.ca/device-protection-plan)

The plan is administered on behalf of The Mobile Shop by Brightstar Device Protection Canada, Ltd.

\*Retail Value is the non-subsidized, non-discounted price for new equipment set by the carrier at the time of Eligible Device purchase, and may be higher than your purchase price. For a complete list of Eligible Devices and the corresponding Eligible Device Retail Value, ask a Mobile Advisor at The Mobile Shop.

\*\*At time of enrolment you can make a one-time redemption of Points that will be converted at the rate of 1,000 Points per \$1 into a credit toward payment of your Monthly Service Fees. Once your credit has been depleted, the payment card account you have provided will be charged on a monthly basis going forward.



## MECHANICAL AND ELECTRICAL FAILURE



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The Mobile Shop Device Protection Plan (the "Plan") is offered by The Mobile Shop, a division of Loblaws Inc. The Plan covers incidents of Mechanical or Electrical Failure after the expiration of the manufacturer's warranty, and Accidental Damage to the Eligible Device during the time You are enrolled in the Plan, in accordance with the Plan terms and conditions.

### SUMMARY

#### Plan Protection

Plan protection is available if, under normal conditions and use, the Eligible Device fails to operate properly due to Mechanical or Electrical Failure (after the expiration of the manufacturer's warranty) or Accidental Damage to the Eligible Device occurs during the time You are enrolled in the Plan.

#### Monthly Service Fee & Processing Fee

The Monthly Service Fee and per replacement Processing Fee are based on the Eligible Device Retail Value\* of the model of Your Eligible Device at the time of purchase. The Monthly Service Fee is due in advance each month and will be charged to the payment method You have provided on a monthly basis. The Processing Fee is payable per replacement and is non-refundable as are other fees defined in the Plan terms and conditions.

#### No Trouble Found Fee

In the event that Your Service Request has been approved and You return Protected Equipment to Us but no trouble is found with the Protected Equipment, We may charge You a No Trouble Found Fee of fifty dollars (\$50.00).

#### Term Period

Your protection begins immediately upon enrolment for new or like new devices in the Plan. If You bring Your own device, Your protection begins 30 days following the date of enrolment in the Plan. If used device protection is available, used devices are subject to inspection by The Mobile Shop prior to enrolment. All used devices must be fully operational and have no damage in order to be eligible for protection.

#### Plan Protection Limitations

\$1,600 per Service Request (inclusive of Accessories); 2 Service Requests within a consecutive 12-month period. To submit a Service Request, visit [brightstarprotect.com/themobileshop](https://brightstarprotect.com/themobileshop) or call 1-844-225-6333. You will receive a replacement device 2 business days from the date Your Service Request is approved. Shipping charges may apply.

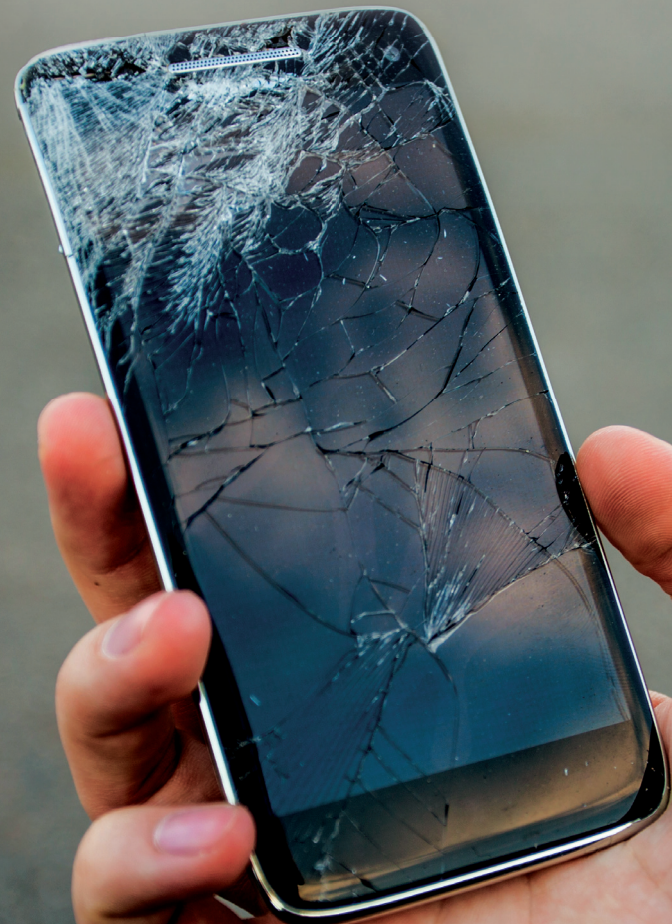
#### Plan Provider

In all provinces other than Manitoba, the Plan is provided by The Mobile Shop pursuant to a service contract. In Manitoba, protection for Mechanical or Electrical Failure is provided by The Mobile Shop pursuant to a service contract and protection for Accidental Damage is underwritten by AIG Insurance Company of Canada pursuant to an insurance policy that You will receive separately.

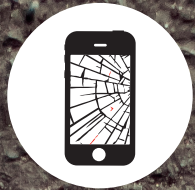
#### Plan Administrator

The Plan is administered on behalf of The Mobile Shop by Brightstar Device Protection Canada, Ltd. ("Brightstar").

## THE MOBILE SHOP DEVICE PROTECTION PLAN







ACCIDENTAL  
DAMAGE



THE MOBILE SHOP DEVICE PROTECTION PLAN

Retail Value*	\$0 – \$499.99	\$500 – \$799.99	\$800 – \$1,199.99	\$1,200 – \$1,600
Monthly Service Fee	\$5.99	\$7.99	\$9.99	\$11.99
Processing Fee	\$99	\$149	\$199	\$199
<b>Your Monthly Service Fee and Processing Fee are based on the Retail Value* set by the carrier for the model of your mobile device at the time of purchase.</b> <b>The Processing Fee must be paid before you receive your Replacement Equipment and is non-refundable.</b>				
<b>What's covered?</b>	This comprehensive program covers an impressive range of incidents including Accidental Damage (liquid and screen damage). It also covers Mechanical or Electrical Failure after the manufacturer's warranty ends.			
<b>What's not covered?</b>	While this program's protection is extensive, there are a few exceptions. Loss, theft, any normal wear and tear, pre-existing flaws, non-accidental or cosmetic damage is not covered. Have questions or need more details? The Terms & Conditions have the full details on what is or is not covered.			
<b>When am I covered?</b>	Protection starts as soon as you enrol at the store for new and like new devices. Need a moment to think it over? Enrolment is available for 15 days after the point of purchase of your new or like-new devices purchased at The Mobile Shop. If you bring your own device, your protection begins 30 days following the date of enrolment in the Plan. Please note that your device must be fully operational and have no damage at time of enrolment in order to still be eligible for protection.			
<b>How will I be billed?</b>	The Monthly Service Fee will be charged on a monthly basis to the payment account you have provided. The service fees are designed to provide protection for anyone on a budget.			
<b>Can I use my Points?</b>	Yes! At time of enrolment in the Plan, you can redeem your Points** towards pre-payment of your Monthly Service Fee.			
<b>What are the Service Request limits?</b>	The program allows a maximum of 2 replacements within a consecutive 12-month period. For each approved Service Request, we will provide Replacement Equipment up to a maximum Retail Value of \$1,600.			
<b>What type of Replacement Equipment will I receive?</b>	Replacements may be refurbished devices. If the exact make and model is not available, your replacement will be of like kind and quality. All Replacement Equipment comes with a ninety (90) day replacement warranty.			
<b>How do I cancel?</b>	You have the option to cancel at any time. Call the Customer Care Centre at 1-844-225-6333 for assistance from a representative. You may be eligible for a refund.			

**Visit [themobileshop.ca/device-protection-plan](https://themobileshop.ca/device-protection-plan) for a copy of the full Terms and Conditions of the Plan.**  
**All costs, charges and fees are subject to applicable taxes.**



ACCIDENTAL  
LIQUID DAMAGE



DEVICE PROTECTION PLAN

OTHER MATERIAL DISCLOSURES

This brochure contains a summary of information regarding The Mobile Shop Device Protection Plan and is not a full and complete set of terms and conditions. Some provisions may differ by province based upon applicable provincial law. PLEASE READ THE COMPLETE PLAN TERMS AND CONDITIONS CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. For more information or to obtain a complete copy of the Plan Contract, visit [brightstarprotect.com/themobileshop](https://brightstarprotect.com/themobileshop) or call 1-844-225-6333.

You are not required to enrol in the Plan in order to purchase products or services from The Mobile Shop. The protection provided under the Plan may duplicate other sources of protection.

You may cancel Your enrolment in the Plan at any time by calling Customer Care at 1-844-225-6333. You may receive a refund on cancellation in accordance with the Plan Contract and applicable law.

Digital communications: If You have or in the future provide Your email, phone number for texts or other electronic address to The Mobile Shop or Brightstar, We may communicate Plan information and legal notices with You through electronic means.

By enrolling in the Plan, You authorize The Mobile Shop, or Brightstar on behalf of The Mobile Shop, to: collect, use, and communicate Your personal information as necessary for the purposes of providing this Plan and maintaining Our business relationship with You, including to ensure that We have up-to-date contact information for You and to protect You and Us from errors and fraud; and (ii) charge the payment account that You have selected for the purposes of paying Your Monthly Service Fees and any other charges that You may become responsible for under the Plan.

Your authorization includes authorization for The Mobile Shop or Brightstar to charge any replacement card that Your financial institution may issue. The expiry of a payment card will not result in the cancellation of Your Plan Contract or relieve You of any payment obligation You may have under Your Plan Contract. You must notify Us of any change to Your selected payment method, otherwise We reserve the right to cancel Your Plan Contract.

All capitalized terms used in this document are defined in the Plan terms and conditions.

THE

MOBILE

SHOP

DEVICE PROTECTION PLAN

[themobileshop.ca/device-protection-plan](https://themobileshop.ca/device-protection-plan)

1-844-225-6333

\* / \*\* PC and The Mobile Shop are trademarks of Loblaws Inc. All other trademarks are property of their respective owners. The Points program is provided by President's Choice Services Inc.

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