

Mobile Device Subscription Damages Policy

Current as at Jul 2023

Mobile Device Subscription Damages Policy

Following Your return of a Mobile Device to us, we will undertake an assessment as to whether the Mobile Device is a Damaged Device or a Non-Functioning Device.

Capitalised terms used in this document without definition herein, have the same meaning given to those terms in the Mobile Device Subscription Terms.

Damaged Device

A Mobile Device not being a Non-Functioning Device exhibiting one or more of the following will be determined to be a Damaged Device:

Cosmetic damage examples:

- Chips, cracks or deep scratches on the front glass, back glass, housing or frame.

Functional damage examples:

- Signs of screen burn or display delamination
- LCD damage, including bleeding or streaking
- Popped or displaced screen
- Speaker or microphone faults
- Water or liquid damage
- Engraved device
- Bent device
- Touch ID fault
- Non-original (aftermarket) parts
- Missing or cracked parts, including but not limited to: camera, battery, buttons or SIM tray.

Note: We will disregard for the purposes of determining whether a Mobile Device is a Damaged Device, any damage to a Mobile Device as per the above to the extent We have determined a successful claim under the Device Warranty Terms has been made, or may be made, with respect thereto.

Damage Fee based on Mobile Device model and date of return of the Mobile Device to Us:

		Year after Agreement Start Time in which the Mobile Device is returned to Us:		
Mobile Device	Supplied by Us to You as	Year 1	Year 2	Year 3
iPhone 13 Range				
Apple iPhone 13 128 GB	Refurbished or pre-owned	\$279	\$169	\$109
iPhone 12 Range				
Apple iPhone 12 64 GB	Refurbished or pre-owned	\$189	\$109	\$69
Apple iPhone 12 128 GB	Refurbished or pre-owned	\$199	\$119	\$79
iPhone 11 Range				
Apple iPhone 11 64 GB	Refurbished or pre-owned	\$149	\$99	\$29
Apple iPhone 11 256 GB		\$169	\$109	\$29
iPhone XS Range				
Apple iPhone XS 64 GB	Refurbished or pre-owned	\$109	\$69	\$19

Non-Functioning Device

A Mobile Device exhibiting one or more of the following will be determined to be a Non-Functioning Device:

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- Mobile Device no longer turns on

Note: A Mobile Device will not be a Non-Functioning Device to the extent We have determined a successful claim under the Device Warranty Terms has been made, or may be made, with respect thereto.

Non-Functioning Device Fee based on Mobile Device model and Subscription Period:

Mobile Device	Supplied by Us to You as	Fee
iPhone 13 Range		
Apple iPhone 13 128 GB	Refurbished or pre-owned	\$240
iPhone 12 Range		
Apple iPhone 12 64 GB	Refurbished or pre-owned	\$168
Apple iPhone 12 128 GB	Refurbished or pre-owned	\$180
iPhone 11 Range		
Apple iPhone 11 64 GB	Refurbished or pre-owned	\$120
Apple iPhone 11 256 GB		\$150
iPhone XS Range		
Apple iPhone XS 64 GB	Refurbished or pre-owned	\$90

Updates

We may update this policy from time to time by publishing such updated policy to this website.