

FAQs

HOW WILL I BE CHARGED?

When you enroll in the program, you will be charged a prorated amount on your credit card based on the date of purchase to the end of the month. The Monthly Program Service Fee will be charged directly to the same credit card on the 1st of each month.

HOW MANY SERVICE REQUESTS CAN I FILE PER YEAR?

Your service will cover up to 2 replacements within a rolling 12-month period for any failure covered under the terms and conditions. Replacements processed under the manufacturer's warranty do not count towards your service limit.

WHAT KIND OF REPLACEMENT DEVICE WILL I RECEIVE?

Your replacement will be new or reconditioned. Reconditioned devices will look and function like new devices and will have a 90-day replacement warranty. If the exact make and model of your device is not available, your replacement will be of like kind and quality, or better.

WHAT IS NOT COVERED?

While our plan covers more than you can imagine, there are a few exceptions. Any normal wear and tear, cosmetic damage, loss or theft is not covered. Other exclusions may apply. You can refer to your plan's terms and conditions for all the details. You can also call us at 1-855-562-1955, and we will gladly answer any questions you may have.

CAN I CANCEL MY COVERAGE?

The Mobile Protection Plan covers your device for as long as you pay your monthly program service fee. Should you decide to cancel your plan, you may do so at any time by calling us at 1-855-562-1955.

DEVICE IDENTIFICATION NUMBERS

Write down your unique device identification numbers here for easy reference. These numbers will be handy if you need to submit a service request.

Mobile Phone Number _____

ESN/IMEI _____

HELP? QUESTIONS?

1-855-562-1955

OR

www.esecuritel.com/mobileprotection

MOBILE PROTECTION PLAN

«WIRELESSWAVE»

WORRY-FREE REPLACEMENT

Damaging your mobile device is stressful enough, but getting it replaced can be expensive and time consuming. We know it's especially tough when accidents happen. We want to change that! To give you peace of mind, the Mobile Protection Plan will protect you against accidental damage to your device. Your coverage includes accidental physical and liquid damage, as well as mechanical and electrical malfunctions.

ENROLLING IS EASY

Simply add the program at the time you purchase your new device and enjoy immediate coverage.

HOW IT WORKS

If your wireless device malfunctions or is accidentally damaged, call 1-855-562-1955 to file a service request. Once the request is approved, pay the replacement service fee and we will send you a replacement device that is yours to keep. All you have to do is ship us your non-functioning device when you receive your replacement.

	Manufacturer's Warranty (1 YEAR)	Devices*	Devices and Tablets*	Devices and Tablets* (ADVANCED)	iPhones	iPhones (ADVANCED)
Retail Price of Your Device	—	\$0 - \$499.99	\$350 - \$549.99	\$550 - \$1,500	\$450 - \$749.99	\$750 - \$1,600
Monthly Program Service Fee*	—	\$7.99	\$7.99	\$9.99	\$9.99	\$9.99
Replacement Service Fee	—	\$49.00	\$99.00	\$149.00	\$149.00	\$199.00
SAVINGS*	—	\$200	\$350	\$1200	\$450	\$1100
Physical Damage	—	✓	✓	✓	✓	✓
Cracked Screen	—	✓	✓	✓	✓	✓
Cracked Casing	—	✓	✓	✓	✓	✓
Water and Liquid Damage	—	✓	✓	✓	✓	✓
Mechanical Malfunction	✓	✓	✓	✓	✓	✓

* Based on non-contract, unsubsidized new retail price of the device. Savings claim is based on replacing only one approved service request within a rolling 12-month period. Savings are estimated and change based on device price. Devices are non-Apple products.

* Taxes not included.

Note: Devices that are deemed defective within the first year may be repaired under the manufacturer's warranty.

HOW DO I MAKE A SERVICE REQUEST?

- 1 Call 1-855-562-1955 or file online at www.esecuritel.com/mobileprotection
- 2 Provide your wireless phone number, model and unique serial number of the device (called ESN or IMEI), as well as a detailed description of the problem or failure
- 3 Pay the replacement service fee
- 4 Once approved, your replacement device will be shipped to you within 2-10 business days
- 5 Return your non-functioning device using the pre-paid return package provided

HOW SOON WILL I RECEIVE MY REPLACEMENT?

If your service request is approved, your replacement will be shipped to you within 2-10 business days in Canada. You can also get it sooner or on the weekend for an additional fee.

