

# Mobile Device Subscription Damages Policy

Current as at Jun 2024

## 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	Year 4
<b>iPhone 14 range</b>					
Apple iPhone 14 128 GB	Refurbished or pre-owned	\$240	\$175	\$130	N/A
Apple iPhone 14 256 GB		\$255	\$200	\$150	N/A
Apple iPhone 14 Pro 128 GB		\$270	\$220	\$170	N/A
Apple iPhone 14 Pro 256 GB		\$280	\$230	\$180	N/A
Apple iPhone 14 Pro Max 128 GB		\$290	\$245	\$190	N/A
Apple iPhone 14 Pro Max 256 GB		\$310	\$260	\$200	N/A
<b>iPhone 13 range</b>					
Apple iPhone 13 128 GB	Refurbished or pre-owned	\$210	\$155	\$90	N/A
Apple iPhone 13 256 GB		\$220	\$160	\$95	N/A
Apple iPhone 13 Pro 128 GB		\$240	\$180	\$100	N/A
Apple iPhone 13 Pro 256 GB		\$260	\$190	\$110	N/A
Apple iPhone 13 Pro Max 256 GB		\$290	\$205	\$130	N/A
<b>iPhone 12 range</b>					
Apple iPhone 12 64 GB	Refurbished or pre-owned	\$150	\$95	\$55	N/A
Apple iPhone 12 128 GB		\$160	\$105	\$60	N/A
Apple iPhone 12 256 GB		\$170	\$115	\$65	N/A
Apple iPhone 12 Pro 128 GB		\$190	\$135	\$75	N/A
Apple iPhone 12 Pro 256 GB		\$210	\$145	\$80	N/A
Apple iPhone 12 Pro Max 128 GB		\$190	\$135	\$75	N/A
Apple iPhone 12 Pro Max 256 GB		\$240	\$165	\$100	N/A

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## Damage Fee based on Mobile Device model and date of return of the Mobile Device to Us (continued):

		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	Year 4
<b>iPhone 11 range</b>					
Apple iPhone 11 64 GB	Refurbished or pre-owned	\$120	\$75	\$45	N/A
Apple iPhone 11 128 GB		\$135	\$80	\$50	N/A
Apple iPhone 11 256 GB		\$150	\$90	\$60	N/A
Apple iPhone 11 Pro 64 GB		\$150	\$90	\$60	N/A
Apple iPhone 11 Pro 256 GB		\$165	\$105	\$65	N/A
Apple iPhone 11 Pro Max 128 GB		\$170	\$110	\$70	N/A
Apple iPhone 11 Pro Max 256 GB		\$185	\$115	\$75	N/A

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## Non-Functioning Device

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

- 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	24-month subscription period
<b>iPhone 14 range</b>		
Apple iPhone 14 128 GB	Refurbished or pre-owned	\$282
Apple iPhone 14 256 GB		\$330
Apple iPhone 14 Pro 128 GB		\$354
Apple iPhone 14 Pro 256 GB		\$378
Apple iPhone 14 Pro Max 128 GB		\$396
Apple iPhone 14 Pro Max 256 GB		\$426
<b>iPhone 13 range</b>		
Apple iPhone 13 128 GB	Refurbished or pre-owned	\$222
Apple iPhone 13 256 GB		\$240
Apple iPhone 13 Pro 128 GB		\$270
Apple iPhone 13 Pro 256 GB		\$300
Apple iPhone 13 Pro Max 256 GB		\$330
<b>iPhone 12 range</b>		
Apple iPhone 12 64 GB	Refurbished or pre-owned	\$144
Apple iPhone 12 128 GB		\$162
Apple iPhone 12 256 GB		\$174
Apple iPhone 12 Pro 128 GB		\$210
Apple iPhone 12 Pro 256 GB		\$222
Apple iPhone 12 Pro Max 128 GB		\$210
Apple iPhone 12 Pro Max 256 GB		\$276
<b>iPhone 11 range</b>		
Apple iPhone 11 64 GB	Refurbished or pre-owned	\$120
Apple iPhone 11 128 GB		\$138
Apple iPhone 11 256 GB		\$156
Apple iPhone 11 Pro 64 GB		\$156
Apple iPhone 11 Pro 256 GB		\$168
Apple iPhone 11 Pro Max 128 GB		\$174
Apple iPhone 11 Pro Max 256 GB		\$192

## Updates

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