

Mobile Device Subscription Damages Policy

Current as at 18 Dec 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.

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

Mobile Device	Supplied by Us to You as	Year after Agreement Start Time in which the Mobile Device is returned to Us:			
		Year 1	Year 2	Year 3	Year 4
iPhone 16 range					
iPhone 16 128GB	Brand-new	\$300	\$240	\$190	\$150
iPhone 16 256GB		\$340	\$280	\$210	\$170
iPhone 16 Pro 128GB		\$380	\$320	\$240	\$190
iPhone 16 Pro 256GB		\$410	\$360	\$260	\$210
iPhone 16 Pro Max 256GB		\$450	\$380	\$290	\$230
iPhone 16 Pro Max 512GB		\$500	\$420	\$340	\$260
iPhone 15 range					
Apple iPhone 15 128 GB	Refurbished or pre-owned	\$140	\$100	\$75	N/A
Apple iPhone 15 256 GB		\$155	\$115	\$90	N/A
Apple iPhone 15 Pro 128 GB		\$175	\$135	\$100	N/A
Apple iPhone 15 Pro 256 GB		\$190	\$145	\$110	N/A
Apple iPhone 15 Pro Max 256 GB		N/A	N/A	N/A	N/A
Apple iPhone 15 Pro Max 512 GB		\$215	\$175	\$135	N/A
iPhone 14 range					
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
iPhone 13 range					
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 128GB		\$270	\$195	\$115	N/A
Apple iPhone 13 Pro Max 256 GB		\$290	\$205	\$130	N/A
iPhone 12 range					
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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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	36-month subscription period
iPhone 16 range			
iPhone 16 128GB	Brand-new	\$279.80	N/A
iPhone 16 256GB		\$319.80	N/A
iPhone 16 Pro 128GB		\$359.80	N/A
iPhone 16 Pro 256GB		\$399.80	N/A
iPhone 16 Pro Max 256GB		\$429.80	N/A
iPhone 16 Pro Max 512GB		\$499.80	N/A
iPhone 15 range			
Apple iPhone 15 128 GB	Refurbished or pre-owned	\$282	\$0
Apple iPhone 15 256 GB		\$300	\$0
Apple iPhone 15 Pro 128 GB		\$348	\$0
Apple iPhone 15 Pro 256 GB		\$372	\$0
Apple iPhone 15 Pro Max 256 GB		\$402	\$0
Apple iPhone 15 Pro Max 512 GB		\$414	\$0
iPhone 14 range			
Apple iPhone 14 128 GB	Refurbished or pre-owned	\$234	\$0
Apple iPhone 14 256 GB		\$270	\$0
Apple iPhone 14 Pro 128 GB		\$300	\$0
Apple iPhone 14 Pro 256 GB		\$330	\$0
Apple iPhone 14 Pro Max 128 GB		\$342	\$0
Apple iPhone 14 Pro Max 256 GB		\$360	\$0
iPhone 13 range			
Apple iPhone 13 128 GB	Refurbished or pre-owned	\$186	\$0
Apple iPhone 13 256 GB		\$198	\$0
Apple iPhone 13 Pro 128 GB		\$222	\$0
Apple iPhone 13 Pro 256 GB		\$252	\$0
Apple iPhone 13 Pro Max 128 GB		\$246	\$0
Apple iPhone 13 Pro Max 256 GB		\$282	\$0
iPhone 12 range			
Apple iPhone 12 64 GB	Refurbished or pre-owned	\$120	\$0
Apple iPhone 12 128 GB		\$144	\$0
Apple iPhone 12 256 GB		\$150	\$0
Apple iPhone 12 Pro 128 GB		\$150	\$0
Apple iPhone 12 Pro 256 GB		\$162	\$0
Apple iPhone 12 Pro Max 128 GB		\$180	\$0
Apple iPhone 12 Pro Max 256 GB		\$216	\$0

Updates

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