

WE'VE GOT
YOUR BACK.
PLUS MORE!



HOOK UP WITH A SMARTCARE PLAN.

WHAT'S A SMARTCARE PLAN?

SmartCare plans extend coverage beyond the manufacturer's warranty.

GET COVERED.

Sign up for a SmartCare plan at a Virgin Plus store when you get your new device or within 30 days of hooking up with it. You can cancel your SmartCare plan anytime. Just remember, if you do cancel your SmartCare plan, you won't be able to add it back until you upgrade or activate a new device. For more info, head to a Virgin Plus store or check out: virginplus.ca/smartcare.

HOW TO REQUEST A REPLACEMENT.

1. If your device is lost or stolen, call Virgin Plus immediately at 1-888-999-2321 to suspend service and prevent unauthorized use
2. Submit a replacement request online at www.phoneclaim.com/virginplus or call Asurion Customer Service at 1 866 213-2143 within 30 days of the incident. If your claim is approved, a replacement fee will be billed on your Virgin Plus invoice.

Note: Decided to use your tablet as a Frisbee? Not every incident is covered so make sure you check the list of potential damages.

SMARTCARE PLANS	MANUFACTURER'S LIMITED WARRANTY	BASIC PHONES	SMARTPHONES	HOT SMARTPHONES	THE HOTTEST SMARTPHONES
	Limited 12-month warranty for manufacturer's defects and malfunctions.				
PRICE	Included	\$12/mo.	\$15/mo.	\$18/mo.	\$21/mo.
DEVICES	All devices	Covers phones like the Samsung A32 5G and Google Pixel 4a	Covers phones like the iPhone 13 Mini and Samsung Galaxy S21 5G	Covers phones like the iPhone 13 Pro and Samsung Galaxy S21+ 5G	Covers phones like the iPhone 13 Pro Max 256GB and Samsung Galaxy S21 Ultra 5G 256 GB
MANUFACTURER'S DEFECTS WITHIN 12 MONTHS	✓	✓	✓	✓	✓
MANUFACTURER'S DEFECTS BEYOND 12 MONTHS	-	✓	✓	✓	✓
SERVICE REPLACEMENT FEES	-	up to \$150	up to \$299	Up to \$399	Up to \$599
NUMBER OF REPLACEMENTS	-	2 maximum	2 maximum	2 maximum	2 maximum

ALL SMARTCARE PLANS INCLUDE:

Coverage for physical damage & power surge

Coverage for liquid damage

Coverage for loss or theft

Coverage for normal wear & tear

Current as of February 1, 2023. Available in AB. Fees and services are subject to change in accordance with your agreement. Taxes extra. Visit www.virginplus.ca/smartcare for additional details. To complete your enrollment and for coverage to take effect, a phone call must be completed to or from the covered phone or smartphone. SmartCare Plans do not cover phones on prepaid accounts, SIM cards, or accessories (including batteries and chargers). If your device is lost or stolen, call Virgin Plus immediately at 1-888-999-2321 to suspend service and prevent unauthorized use. Maximum of 2 replacement devices with a maximum value of \$3000 per replacement device. VIRGIN, VIRGIN PLUS and the Virgin Signature logo are trademarks of Virgin Enterprises Limited and used under license. All other trademarks are property of their respective owners. © Virgin Plus 2023.