

SmartCare plan

Sometimes the unexpected happens. Get peace of mind with a SmartCare plan.

With SmartCare, your device is protected from:

- ✓ Defects beyond the manufacturer's warranty
- ✓ Physical damage i.e. cracked screen
- ✓ Electronic damage i.e. power surge
- ✓ Liquid damage
- ✓ Loss or theft
- ✓ Normal wear and tear

Monthly and device replacement fees:

Fees depend on the device that you are protecting:

Monthly fee:

From \$13/mo. to \$25/mo.

Replacement fee:

From \$50 to \$599 per replacement. Maximum of 2 replacement claims for each device covered.

Ask an in-store rep for details on your device.

When to enroll:

The best time to enroll is at time of activation or upgrade. You can also enroll within 30 days of activation or upgrade by visiting any Virgin Plus store for a visual inspection of your device. Previously damaged or defective devices are not eligible for coverage.

Getting a replacement device:

Step 1 (if your device has been stolen)

Call **1-888-999-2321** to suspend your service and protect yourself against unauthorized use of your account.

Step 2

Submit a replacement request online at phoneclaim.com/virginplus or call Asurion Customer Service at **1-866-213-2143** within 30 days to request a replacement device. The replacement fee will be added to your next Virgin Plus bill.¹

Step 3

Get your replacement device by mail or courier and ship your damaged device back using the instructions and packing materials included with your replacement device.²

For more information

Speak to an in-store representative, visit virginplus.ca/smartcare or call **1-888-999-2321**.

Current as of August 1, 2024. Available in BC, NS, NU, NWT, ON, PEI and YK. Fees and services are subject to change in accordance with your agreement. Taxes extra. Depending on which SmartCare plan you subscribe to, certain hardware and software exclusions will apply. SmartCare plans can be cancelled at any time and do not cover turbo hubs. Visit virginplus.ca/smartcare for additional details. Enroll your device either at time of activation/upgrade or within 30 days of activation/upgrade by visiting any Virgin Plus store for a visual inspection of your device. To complete your enrollment and for coverage to take effect, a phone call must be completed to or from the covered phone or smartphone, and a minimum of 1 kilobyte data session for turbo sticks, tablets, premium tablets, wearable products and data-only devices. SmartCare plans do not cover phones on prepaid accounts, SIM cards, or accessories (including batteries and chargers). **(1)** See terms and conditions for more information. **(2)** As long as you subscribe to SmartCare. 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 2024.

