



# EE Extended Warranty for iPhone

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# EE Extended Warranty for iPhone

## Key Facts

- If a fault develops with your iPhone you can get unlimited free repairs for up to 36 months
- This Warranty does not cover damage or wear and tear
- You can cancel at any time
- This Warranty does not replace or affect your statutory rights in any way
- You can obtain warranties from other providers, see [www.extendedwarranties.co.uk](http://www.extendedwarranties.co.uk)
- You may find your household or other insurance policy already covers you
- Remember your iPhone comes with a 12 month manufacturer warranty from Apple

## Warranty

This Warranty provides warranty cover for a maximum of 36 months for the repair of the iPhone you have got from EE if it suffers from electrical or mechanical breakdown. We call this 36 months the Warranty Period.

The Warranty is only available for customers of EE. You can only buy the Warranty at the same time as or within 90 days of you joining or upgrading to a pay monthly plan with an iPhone.

This Warranty does not replace or affect your statutory rights in any way. You can obtain warranties from other providers, see [www.extendedwarranties.co.uk](http://www.extendedwarranties.co.uk). You may find your household or other insurance policy already covers you. Remember your iPhone comes with a 12 month manufacturer warranty from Apple.

## What is covered?

If your iPhone suffers from electrical or mechanical breakdown through normal use during the Warranty Period we will repair it for free, including all parts and labour. Electrical or mechanical breakdown means the phone developing a fault through normal use.

In the event that we (in our reasonable opinion) deem that the iPhone is beyond repair, or if for any reason we can't repair it, we will instead offer you a replacement iPhone from refurbished stock. If no equivalent replacement is available we'll discuss an alternative settlement with you, and we'll always do our best to make sure that you're satisfied with the outcome.

## What is not covered?

The warranty does not cover any device or accessory other than the iPhone you have received from EE. It does not cover any repairs if your iPhone is damaged as well as faulty.

It does not cover:

- Wear and tear (for example the battery not charging correctly after some time), rusting or other deterioration due to normal use or exposure, or

where you have failed to follow the manufacturer's instructions for your iPhone

- Any damage, whether to hardware or software and whether accidental or deliberate, for example if your item has been dropped or a virus infiltrates your phone. You may find that this type of damage is covered by your household contents or other insurance policy
- Any fault caused by unauthorised modifications or alterations to the functionality of the iPhone (for example, jailbreaking)
- Any fault caused by any portable external storage media such as memory cards, USB memory sticks or other digital recording equipment
- If you have lost your iPhone or had it stolen
- Cosmetic damage such as scratches, dents, corrosion or other cosmetic damage whether external or internal, where the function of the product is unaffected
- Pixel spots. These are tiny dark or bright spots that may become visible on a screen
- Consumables such as batteries or storage media
- Servicing, inspecting or cleaning of the product
- Malfunction caused by routine servicing, inspection, maintenance, dismantling or cleaning the iPhone, or if repairs have been carried out by persons not authorised by Apple or EE
- Any apps, software or data installed on your iPhone, such as phone numbers, ringtones or music

If we repair or replace your iPhone under this warranty, we warrant that repair for the defect concerned, or the replacement iPhone, for the remaining time of the warranty or for 30 days from the date of the repair or replacement, whichever is longer.

### **What if there is a fault and damage?**

The warranty does not cover any repairs if your iPhone is damaged as well as faulty. You may be able to pay to have any damage repaired, or make a claim under any insurance you may have that covers the damage.

### **How do I pay?**

We will add the cost of the warranty to your monthly bill each month until the earlier of 36 months from the start date or you contacting us to cancel the warranty.

### **How can I cancel the Warranty?**

You can cancel the warranty at any time by contacting us.

If you cancel the Warranty during the first 45 days you have it, we will provide a full refund of everything you have paid for it, and the Warranty will end immediately.

If you cancel the warranty at any time after the first 45 days:

- The warranty will remain in place for the rest of the month for which you have paid
- We will not take any future payments for the warranty

### **How to arrange a repair under the Warranty**

Please bring your faulty phone into an EE store. The agent will send the phone off to be assessed and repaired if appropriate. If the fault is covered by the Warranty we will either fix it or if we can't, we will arrange for a replacement to be sent to you (this will be a fully refurbished phone). The repaired or replacement phone will be sent to you within 14 days.

We will contact you if the Warranty doesn't cover the repair needed. Before sending your phone in for repair please make your own backup copy of anything stored on it, remove all personal information and disable all security passwords. The contents of the storage media may be erased, replaced and /or reformatted while the repair is being done.

### **Contact Details**

Please call 150 from your EE mobile phone or 07953 966 250 from any landline (charged at standard network rates)