Cracked or damaged screen? No problem!
As long as there’s no other damage to your device, we’ll repair your first cracked or broken screen for no processing fees.

- This $0 repair processing fee is part of your maximum of two fulfilled service requests during any 12 month period.
- If there is additional damage, the processing fee will apply for repair or replacement.
- You can choose from Mail-in or Walk-in repair service, or call for a Mobile Repair technician (conditions may apply).

Device Replacement
If for any reason your device gets lost, stolen, damaged physically or by liquid, or has any other problems your warranty may not cover, you’ll get a comparable replacement.

- You can count on us that your replacement will either be new, or a refurbished version of the same or a comparable model.
- Note that your protected device is eligible for a maximum of two fulfilled replacement requests every 12 months.
- Each replacement will be subject to a processing fee of $25, $80, $120 or $200 depending on the tier of the device being replaced.

Premium Device Protection
Enjoy a whole new level of protection with Premium Device Protection, the plan that includes your first screen break repair at absolutely no extra cost.

$11/mo

Screen repair: First broken screen repaired at absolutely no extra cost.
Device replacement: Accidental damage, out-of-warranty defects, loss or theft.
Device repair: Accidental damage, out-of-warranty defects.

To get Premium Device Protection, simply call us or visit a retail location near you within 45 days of your new activation or upgrade. Of course, you can cancel at any time. Service requests must be submitted within 60 days of failure date.
Device Repair

Rest assured, we want to repair your device if it’s damaged physically, or has any other problems your warranty may not protect.

If however, the device’s problem is irreparable, we’ll give you a comparable replacement that is either new, or a refurbished version of the same or a comparable model.4

• Your protected device is eligible for a maximum of two fulfilled service requests during any 12 month period.3 Every repair will be subject to a repair processing fee of $12.50, $40, $60 or $100 depending on the tier of the device being repaired.4

Visit rogers.com/servicerequest to check out the list of replacement and repair processing fees by device tier.

PLUS

We’ll honour your manufacturer’s warranty. As always, with any Premium Device Protection coverage, if you’re still within the manufacturer’s warranty period (within the first year of purchase) and your wireless device stops working, bring it to us in store and we’ll take a look. If it’s still covered under the manufacturer’s warranty, we’ll take care of getting it fixed for you.

Accidents happen. Get Premium Device Protection today!

For full details visit rogers.com/protection

To enroll visit a Rogers store or call 1-888-ROGERS1

Available Repair Options

Mail In  Walk in to repair location  Mobile technician on-site visit

Options available dependent on device, location and damage type. Available options provided at time of service request submission.

1 Offer subject to change without notice. Taxes extra. Full program terms and conditions available at rogers.com/servicerequest. This brochure is applicable to Premium Device Protection plan offered in Manitoba and Saskatchewan, please refer to the applicable plan brochure for those provinces. Rogers pays as you go devices not eligible. The insurance policy for Premium Device Protection is underwritten by AIG Insurance Company of Canada, and may be contacted at 120 Bremner Boulevard Suite 2200 Toronto, Ontario M5J 0A8. Consumers who elect the plan are contracting with AIG Insurance Company of Canada and not with Rogers or any third party who offers the program. Rogers, Brightstar Device Protection, Ltd., and third parties who offer the Premium Device Protection Plan may receive commission or other consideration for offering the plan. Within 30 days of requesting enrollment in the Premium Device Protection Plan, consumers will be notified of their acceptance in the Plan. If accepted, protection is effective

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