



First screen-break repaired at **NO EXTRA COST** with **Premium Device Protection**



DEVICE PROTECTION

Accidents happen! That's why Fido's device protection plans give you peace of mind for your device when your warranty or phone case doesn't.¹

| | PREMIUM DEVICE PROTECTION™ (BEST VALUE) | DEVICE PROTECTION LITE |
|--------------------|---|--|
| | \$13 /month | \$9 /month |
| SCREEN REPAIR | First screen-break repaired at NO EXTRA COST | — |
| DEVICE REPLACEMENT | Accidental physical or liquid damage, out-of-warranty defects | — |
| DEVICE REPAIR | Accidental damage including liquid damage, out-of-warranty defects | Accidental damage including liquid damage, out-of-warranty defects |
| | Repair or replacement processing fees apply | Repair processing fees apply |
| | Save \$5 per month on the Value Pack when you add Premium Device Protection to the \$7 Value Pack | |

To be eligible, you must sign up within 45 days of new activation or upgrade. You can cancel at any time.

SCREEN REPAIR (only with Premium Device Protection)

Great news! With Premium Device Protection, we'll repair your first service request for a cracked or damaged screen once at **no extra cost**, as long as there's no other damage to your device.

A few things to keep in mind:

- This no-extra-cost screen repair counts towards your maximum of two fulfilled service requests in any rolling 12-month period
- If there is additional damage, a processing fee will apply for repair or replacement



DEVICE REPLACEMENT (only with Premium Device Protection)

With Premium Device Protection, we'll give you a comparable replacement if your device is damaged (physically or by liquid) or has any other problems your warranty may not cover.²

A few things to keep in mind:

- Replacements could either be new or a refurbished version of the same or comparable model
- Maximum of two fulfilled service requests during any 12-month period³
- Every replacement will be subject to a replacement processing fee of \$100 to \$400, depending on your device model⁴

Visit fido.ca/servicerequest to check out the full list of replacement processing fees.

DEVICE REPAIR (with both protection plans)

We'll try to repair your device if it's damaged physically or has any other problems your warranty may not cover.

A few things to keep in mind:

- We offer a maximum of two fulfilled service requests during any 12-month period³
- Every repair is subject to a repair processing fee of \$30 to \$175, depending on your device model⁴
- Repair option is only available if your device is repairable. With Premium Device Protection, you'll have the added benefit to convert to a replacement service request in this case.

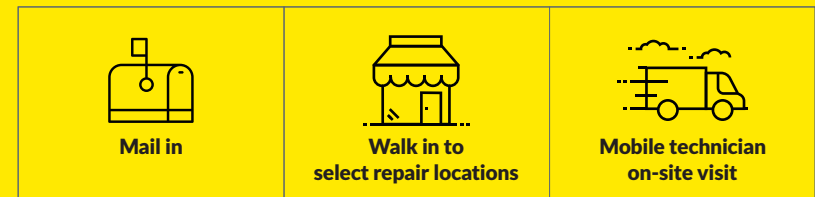
Visit fido.ca/servicerequest for the full list of repair processing fees.

YOUR MANUFACTURER'S WARRANTY

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 by the manufacturer's warranty, we'll take care of getting it fixed for you.

Visit fido.ca/protection for all details.

REPAIR FULFILLMENT OPTIONS



Options available, depending on the Device Protection chosen, device, location and damage type, are provided at time of service-request submission.

File a service request online at fido.ca/servicerequest or call 1-866-327-3399. Offers subject to change without notice. Taxes extra. Full program terms and conditions available at brightstarprotect.com/fido. This brochure is applicable to Premium Device Protection plan offered in Québec only. Fido Prepaid not eligible. Device tier is determined by the non-subsidized, non-discounted manufacturer's suggested retail price at the time of enrollment. A complete list of eligible devices and tiers available at brightstarprotect.com/fido. **1.** Device protection applies only to the device in use on the enrolled mobile number at time of failure. Applicable fees determined by device in use on your protected mobile number and may be adjusted to applicable rate if a different device is activated on your mobile number. Failures due to defects in material and workmanship during manufacturer's warranty period not protected. Service requests during manufacturer's warranty period must be submitted through the Fido manufacturer warranty support programs. Device Protection plans are a month-to-month contract that continues until cancelled by you or Fido. Repair options available only if device is repairable and depends on your location, device and type of damage. Certain failures not protected, including indirect damages; misuse or intentional acts; pre-existing failures; cosmetic damages that don't affect function; damage caused by viruses or unauthorized programming. See full list in program terms and conditions available at brightstarprotect.com/fido. **2.** We will cover the cost to replace the protected device up to a maximum of **\$2,300**, inclusive of a **\$500** per service request limit for protected accessories, per service request depending on the tier of your protected device. If we do not receive your original device within **30** days, or if you return your original device with a locking feature enabled, you will be charged a non-returned equipment fee or locked device fee (as applicable) up to **\$800**. If we provide replacement equipment to you as a result of the loss or theft of your protected device and you later recover the protected device, you must return it to us as directed in the terms and conditions. Call 1-866-327-3399 to request a prepaid return mailer. **3.** We'll protect you with up to 2 replacements and/or repairs of the protected device during any 12-month period, beginning on the date that the first approved service request is fulfilled. **4.** The non-refundable processing fee will be collected from you prior to fulfilling your approved service request. A service request conversion fee (applicable to Premium Device Protection) is the difference between the repair processing fee and the replacement processing fee, and will be charged in instances where the device cannot be repaired and you elect to have it replaced. © 2019

DEVICE PROTECTION | Visit fido.ca or call 1-888-481-3436.

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Go get it.