

Phone Protection Plan with AppleCare Services

Protect your iPhone
from cracks, zaps and splashes



Get service and support
direct from Apple



Why Sign up?

Comprehensive Protection

Damage and Malfunction Protection for Your Apple Device

The Red Pocket Phone Protection Plan with AppleCare Services provides protection for screen breaks and accidental damage from handling. Plus, you get an unlimited hardware warranty for electrical and mechanical malfunction.

You're protected for up to 2 approved accidental damage from handling service requests in any rolling 12-month period, beginning on the date of your first fulfilled service request. The plan also allows up to \$1,600 per service request. There are no limits on the amount of warranty requests you may receive and your warranty continues for as long as you're enrolled in the plan. Warranty service requests have a \$0 processing fee.

Service and Support Direct from Apple

Enjoy peace of mind knowing that if the unexpected happens, you'll get service and support direct from Apple and Apple certified repairs and replacements. You're protected from malfunctions with an unlimited hardware warranty for as long as you're enrolled. Warranty service requests have a \$0 processing fee and do not count toward your service request limits. What's more, you'll have 24/7 priority access to Apple experts by phone or chat who are there to help with your technical questions.

Continued Protection and Low Processing Fees

Unlike other programs, your protection continues for as long as you're enrolled. Plus, you'll enjoy affordable deductibles throughout your enrollment including \$29 iPhone screen repairs.

Phone Protection Plan with AppleCare Services Pricing

Tier	1	2	3
Retail Price of Device at Time of Enrollment	\$299.00 – \$598.99	\$599.00 – \$1,000.00	\$1,000.01 – \$1,600.00
Monthly Service Fee	\$8.95	\$9.95	\$9.95
Apple Damage Fulfillment Processing Fee Screen Damage Only	\$29.00	\$29.00	\$29.00
Apple Damage Fulfillment Processing Fee All Other Damage	\$99.00	\$99.00	\$99.00
Apple Warranty Fulfillment Processing Fee	\$0	\$0	\$0

Devices with a retail price of less than \$299.00 are not eligible for Phone Protection Plan with AppleCare Services. Your monthly service fee is based on the non-subsidized, non-discounted new retail price of the model of your mobile device on the enrollment date. The processing fee must be paid before you receive your repair or replacement equipment and is non-refundable. All costs, charges, and fees are subject to applicable taxes.



How do I get help ?

Filing a service request with Apple is easy. Just follow the steps below.

Remember, if you are not sure where to start, you can always contact Brightstar at brightstarprotect.com/redpocket or 1-855-975-9533. We'll answer your questions and transfer you to Apple for assistance.

1. The best place to start is getsupport.apple.com. Just provide your IMEI number¹, answer a few questions and you'll be presented with options to help resolve your issue.

OR - Go to locate.apple.com to find an Apple Store or Apple Authorized Service Provider near you.

OR - Call 1-800-APL-CARE to speak directly to an Apple Support Advisor.

2. Pay the applicable processing fee.

3. Follow the directions provided to get your device repaired or replaced.

¹Your IMEI can be found on your original iPhone packaging or on your iPhone under Settings>General>About.

How much can I save?

\$899.00	Retail Price at Enrollment
- \$119.40	1 Year Monthly Premium
- \$99.00	Repair Deductible

\$680.60 Total Savings
(compared to \$899.00 original retail price)

SAVE*
76%

*Savings may vary depending on your program or device. This savings is based on a device with a retail price of \$899, paying 12 months of service fee and placing one approved damage service request in a 12 month period.

Visit brightstarprotect.com/redpocket for our Privacy Statement and your complete Service Warranty terms and conditions to determine your rights, duties, and exclusions.

Sign up today to avoid the price tag and headache that comes with a damaged or malfunctioning device. The chart above shows you just how much you could save!



What's protected?

Our comprehensive program provides protection for an impressive range of incidents: accidental damage from handling – including screen break and liquid damage – and electrical and mechanical malfunction.

What's not protected?

While our program provides protection for more than you can imagine, there are a few exceptions. Any normal wear and tear, pre-existing flaws, or cosmetic damage is not protected. Have questions or need more details? Your service warranty terms & conditions have the full details on what we will and won't cover.

How will I be billed?

Our low monthly service fees are designed to provide protection for anyone on a budget. This charge will appear on your monthly Red Pocket Mobile statement.

What are the service request limits?

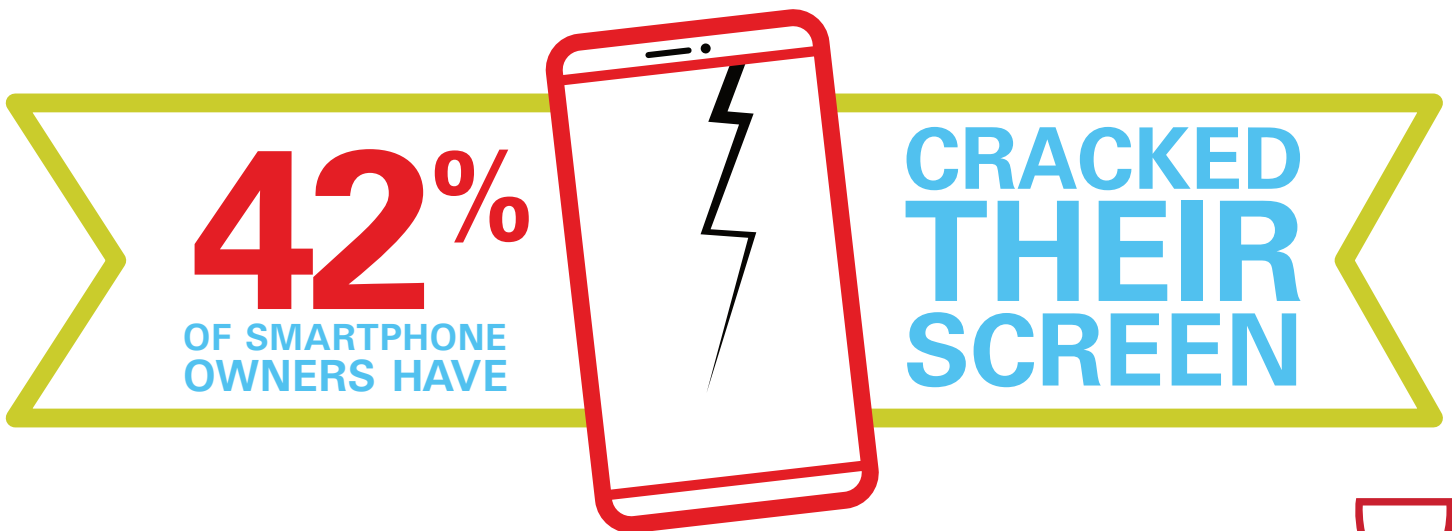
Our program allows for 2 approved service requests in any rolling 12-month period, beginning on the date of your first fulfilled service request. The plan also allows up to \$1,600 per service request, inclusive of \$500 for accessories. There are no limits on the amount of warranty requests you may receive.

What if my device cannot be repaired?

If your device cannot be repaired, it will be replaced. Replacements will be new or Certified Pre-Owned Apple devices. If your replacement device is new, your warranty will continue for as long as you are enrolled in the program or for 12 months. If you receive a CPO device, your warranty will continue for as long as you are enrolled in the program or for 90 days.

How do I cancel?

You can cancel at any time and for any reason by calling Red Pocket Mobile Customer Care at 1-712-775-8777. Any unearned monthly service fee will be refunded in accordance with applicable state law.





BRIGHTSTAR DAMAGE AND EXTENDED WARRANTY AGREEMENT

Brightstar's Extended Warranty Agreement covers incidents of accidental damage from handling and electrical and mechanical malfunction.

Extended Warranty or Service Contract ("Agreement") If you purchased your Wireless Device, as stated on the receipt, in CT, DC, FL, IN, LA, ME, MA, MI, NJ, NC, PA, RI, or SD, this Agreement is an extended limited warranty. Otherwise, it is a service contract. THIS SERVICE WARRANTY AGREEMENT IS NOT A CONTRACT OF INSURANCE.

Extended Warranty Coverage

Replacement or repair of Wireless Device if, under normal conditions and use, the Wireless Device on record with Brightstar fails to operate properly due to accidental damage from handling or manufacturer's defects or workmanship.

Service Fee & Processing Fee

The monthly service fee and Apple damage fulfillment processing fees are based on the new retail price of the model of your wireless device at the time of program enrollment. The service fee is due in advance each month and will be added to your monthly wireless bill by Red Pocket Mobile. The processing fee is per incident and is non-refundable.

Phone Protection Plan with AppleCare Services Pricing				
Tier	1	2	3	4
Retail Price of Device at Time of Enrollment	\$0.00 - \$298.99	\$299.00 - \$598.99	\$599.00 - \$1,000.00	\$1,000.01 - \$1,600.00
Monthly Service Fee	Ineligible	\$8.95	\$9.95	\$9.95
Apple Damage Fulfillment Processing Fee Screen Damage Only	Ineligible	\$29.00	\$29.00	\$29.00
Apple Damage Fulfillment Processing Fee All Other Damage	Ineligible	\$99.00	\$99.00	\$99.00
Apple Warranty Fulfillment Processing Fee	Ineligible	\$0	\$0	\$0

Term Period

Coverage may be selected up to sixty (60) days after the Point of Sale or Service Activation. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage.

Coverage under this agreement is provided on a monthly basis. Your enrollment in the Program will automatically renew each month so long as you pay your service fee by the due date. In addition, if you file an extended warranty service contract service request, you must be currently enrolled in the Program and current on any service fees that you may owe as of the date of failure for the service request. In the event your coverage is canceled, terminated or non-renewed for any reason, all coverage benefits will end on the effective date of any such cancellation, termination or non-renewal.

Coverage Limitations

\$1,600.00 per claim; two (2) service requests within a rolling twelve (12) month period.

Purchaser & Seller

The Purchaser ("Subscriber") of this Agreement is the owner of the covered equipment. The Seller of this Agreement is listed on your receipt.

Service Warranty Provider & Administrator

Brightstar Device Protection, LLC, P.O. Box 03 Alpharetta, GA 30009

Other Material Disclosures

This brochure contains a summary of information regarding the Brightstar Service Warranty Agreement and is not a full and complete version. Some provisions may differ by state based upon applicable state law. PLEASE READ THE COMPLETE SERVICE CONTRACT OR EXTENDED LIMITED WARRANTY CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. For more information or to obtain a complete copy of this Agreement, visit brightstarprotect.com/redpocket or call (855) 975-9533.

The coverage limitations of this agreement are inclusive of the maximum retail value of accessories. You are not required to purchase this Agreement to purchase products or services from Red Pocket Mobile. You may cancel this Agreement at any time by calling Red Pocket Mobile at (712) 775-8777. Any unearned Service Fees will be refunded in accordance with applicable law.

Electronic Communications

If you have or in the future provide your email or other electronic address to Brightstar and its partners involved in administering this program, we may communicate program information and legal notices with you through electronic means to the last address we have on file.

1 IN 5
PHONES
END UP WITH
WATER
DAMAGE