

HOOK UP WITH A SMARTCARE PLAN.

WHAT'S A SMARTCARE PLAN?

A SmartCare plan extends coverage beyond the manufacturer's warranty.

GET COVERED.

Sign up for a SmartCare plan at a Virgin Plus store when you get your new device or within 30 days of hooking up with it. You can cancel your SmartCare plan anytime. Just remember, if you do cancel your SmartCare plan, you won't be able to add it back until you upgrade or activate a new device.

For New Brunswick members, you may obtain a full refund of the monthly fee if cancelled within 20 days from enrollment.

For more info, head to a Virgin Plus store or check out: virginplus.ca/smartcare.

WHEN TO ENROLL.

To complete your enrollment and for coverage to take effect, a phone call must be completed to or from the covered phone or smartphone. SmartCare Plans do not cover phones on prepaid accounts, SIM cards, or accessories (including batteries and chargers).

HOW TO MAKE A CLAIM.

1. If your device is lost or stolen, call Virgin Plus immediately at 1-888-999-2321 to suspend service and prevent unauthorized use
2. Submit a replacement request online at www.phoneclaim.com/virginplus or call Asurion Customer Service at 1 866 213-2143 within 30 days of the incident. If your claim is approved, a deductible will be billed on your Virgin Plus invoice.

| SMARTCARE PLAN | MANUFACTURER'S LIMITED WARRANTY Limited 12-month warranty for manufacturer's defects and malfunctions. | BASIC PHONES | SMARTPHONES | HOT SMARTPHONES | THE HOTTEST SMARTPHONES |
|---|---|--|--|--|--|
| PRICE | Included | \$13/mo. | \$16/mo. | \$20/mo. | \$22/mo. |
| DEVICES | All devices | Covers phones like the Samsung Galaxy A54 and TCL 40 | Covers phones like the Google Pixel 7a and Motorola Edge | Covers phones like the Samsung S23, iPhone 14 and Google Pixel 7 Pro | Covers phones like the Samsung S23 Ultra and iPhone 14 Pro Max |
| MANUFACTURER'S DEFECTS WITHIN 12 MONTHS | ✓ | ✓ | ✓ | ✓ | ✓ |
| MANUFACTURER'S DEFECTS BEYOND 12 MONTHS | - | ✓ | ✓ | ✓ | ✓ |
| SERVICE REPLACEMENT FEES | - | Up to \$150 | Up to \$299 | Up to \$399 | Up to \$599 |
| NUMBER OF REPLACEMENTS | - | 2 maximum | 2 maximum | 2 maximum | 2 maximum |

ALL SMARTCARE PLANS INCLUDES:

Coverage for physical damage & power surge

Coverage for liquid damage

Coverage for a lost or stolen device

Coverage for normal wear & tear

SMARTCARE DOES NOT COVER:

chargers/accessories, device failure caused by software viruses and similar unauthorized programming, or wear and tear on battery capacity. For more information, visit virginplus.ca/smartcare.

