

Repair and Delivery Service with AppleCare Services & iCloud+★

~AppleCare Services will protect your iPhone and iCloud+ will protect your precious data~



iCloud+ 50 GB storage will be included in the service.

※iCloud+ 50 GB storage needs to be activated after you subscribe to Repair and Delivery Service.
 ※You can only claim Repair and Delivery Service with iCloud+ 50GB storage once per Apple ID.
 ※If you own more than one Apple device and are subscribed to more than one Repair and Delivery Service, but use the same Apple ID for all of your devices, you will not be offered the same amount of iCloud+ 50GB storage for the number of devices you own.



Product warranty

Apple Support

Phone number: 0120-277-535

Benefits of official support services

Support by online chat with Apple's full-time specialist Or telephone with priority access

Hardware warranty Provides repairs for your device, battery and accessories

Repairs to damage due to negligence or accident

Up to 2 times in 1 year

iPhone

¥3,700 for repairs of screen and back glass damage*1
 ¥12,900 for any other damage

iPad

¥4,400 for iPad
 ¥3,700 for iPad keyboard from Apple and Apple Pencil*2

Repair/replacement method

Express replacement service*3
 A replacement (phone) will be delivered several days after your application

Carry-in repair
 Take your device to your nearest Apple Store or other Apple Authorized Service Providers for support from Apple experts

Pickup & delivery repair
 A courier designated by Apple will come pick up your iPhone/iPad

*1: Repairs of the back glass available for iPhone 13, iPhone 14 and iPhone 15. *2: To repair an Apple iPad keyboard and Apple Pencil, you will also need to bring the iPad you are using. *3: Repair charges for "¥12,900 for any other damage" will apply for screen or back glass damage as well.



Loss and theft compensation

Apple Certified Refurbished Devices are delivered at the earliest within 3 hours*4*5*6 in the 23 wards of Tokyo and the entire city of Osaka, and on the same day*6 in the Kanto and Kansai regions (excluding certain regions and remote islands)

※You can use this service up to 2 times in 1 year.
 You pay: ¥12,900*7

Support center for iPhone loss and theft

Phone number: 0120-925-050
 Business: 9:00 am – 8:00 pm
 (365 days a year)

Apply here ▶



*4: A service fee of ¥3,300/delivery will be charged. *5: Delivery within 3 hours may not be possible due to traffic or other circumstances. *6: Conditions apply, such as time of acceptance. *7: A separate handling fee will be charged when the SIM card is reissued.

See here for information on other models ▼



Monthly fee	iPhone 15 Pro / Pro Max iPhone 14 Pro / Pro Max iPhone 13 Pro / Pro Max	iPhone 15 Plus iPhone 14 Plus	iPhone 15 iPhone 14 iPhone 13 iPhone 13 mini	iPhone SE (3rd generation)	12.9-inch iPad Pro (5th generation or later models)	iPad Pro less than 11 inches*8
	¥1,740/month	¥1,560/month	¥1,370/month	¥1,189/month	¥1,256/month	¥1,125/month

*8: Excluding models launched by 31 March 2016.

※See the au website for other models. ※You may only subscribe to Repair and Delivery Service when purchasing an iPhone or iPad at a store where au products are available. If you cancel the service, you will not be able to subscribe to the service again until you purchase an iPhone/iPad next time. ※If you purchase a new iPhone/iPad such as when upgrading to a new device or getting a new one, you will need to choose whether to continue with or cancel the Repair and Delivery Service you were using with your previous iPhone/iPad. ※If you cancel or temporarily suspend your au contract, you will need to choose whether to continue with or cancel the Repair and Delivery Service. If you change from an au plan to a UQ mobile plan or a povo2.0 plan, your subscription to Repair and Delivery Service will continue and you will be charged the monthly fee. ※Your subscription fee will not be pro-rated if you subscribe or cancel during the middle of a month. ※If you are purchasing just AppleCare+, you can do so at an Apple Store or Apple Call Center (within 30 days after purchasing an eligible iPhone/iPad.)

Plus! / Covers repairs, loss and theft!



Smart Pass Premium

You need to make an application to receive support

For iPhones/iPads, you can use this service up to 2 times in 1 year for the amount of repair fees covered and loss compensation paid, etc., respectively

A maximum of ¥12,900*9 worth of Ponta points will be paid to compensate you for repair costs!

A maximum of ¥12,900*9 worth of Ponta points will be paid to compensate you for the loss or theft of your iPhone or iPad!

Conditions

For users who have subscribed to au Smart Pass Premium (¥548/month) and Repair and Delivery Service with AppleCare Services & iCloud+ after their iPhone/iPad purchase

*9: The number of points for iPad and Apple Pencil is different. See the au website for details. ※You can use this service up to 2 times in 1 year, starting from the day you use the service (application date). ※Apple Pencil used in conjunction with an iPad with Repair and Delivery Service is covered by the repair service (only one Apple Pencil). ※You may only subscribe to Repair and Delivery Service when purchasing an iPhone or iPad at a store where au products are available. You can check your subscription status on "My au" if you are an au customer. ※The monthly fee for Repair and Delivery Service varies depending on your model. ※As of September 2023. Prices are subject to change. ※Where the amount of repair fees covered or compensation for loss paid is lower than the support coverage limit, the maximum support shall not exceed such an amount. Fees must be paid after repairs are completed. You will be credited with Ponta points approximately 3 weeks after your application is submitted and reviewed. ※This offer does not apply until you make your next iPhone/iPad purchase if you re-join after cancelling au Smart Pass Premium. ※After switching to the au Smart Pass, this support service for au Smart Pass members will apply. You will need to apply to receive compensation for both repairs and losses. ※To be eligible, the date of application (the postmark date on the mailed application form) must be within 3 years of the paid repair or use of loss compensation. Only repairs carried out at Apple Stores and official Apple service providers are eligible for compensation. ※Restrictions may apply depending on the damage to be repaired. ※Coverage is limited to iPhones/iPads purchased from au stores and their accompanying accessories. ※You are only eligible when using compensation from Repair and Delivery Service for loss or theft. ※This service may not be available for some customers. Please see the au Smart Pass app or website for details.

※The information on this flyer is current as of September 22, 2023. ※Prices indicated include tax.

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Inquire with store staff or visit the au website for conditions and details

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