

# Repair and Delivery Service with AppleCare Services\*

\*Hereinafter referred to as "Repair and Delivery Service"

## Service overview

- Provides 4 years of Apple's official AppleCare Services.
- Furthermore, the program offers a service allowing you to receive a mint-condition iPhone or iPad if your existing device is lost or stolen with a single phone call.

## Product warranty

Apple Support

Phone number: 0120-27753-5

Benefits of official support services	Support by online chat with Apple's full-time specialist Or telephone with priority access	4-year hardware warranty Provides repairs for your device, battery, earphones and accessories	Repairs to damage due to negligence or accident Up to 4 times in 4 years  <table style="width: 100%; border: none;"> <tr> <td style="border: 1px solid black; padding: 2px; width: 50%; text-align: center;">iPhone</td> <td style="padding: 2px;">¥3,700 for screen damage (tax included) ¥12,900 for any other damage (tax included)</td> <td style="border: 1px solid black; padding: 2px; width: 50%; text-align: center;">iPad</td> <td style="padding: 2px;">¥4,400 for iPad (tax included) ¥3,700 for iPad keyboard from Apple and Apple Pencil*1 (tax included)</td> </tr> </table>	iPhone	¥3,700 for screen damage (tax included) ¥12,900 for any other damage (tax included)	iPad	¥4,400 for iPad (tax included) ¥3,700 for iPad keyboard from Apple and Apple Pencil*1 (tax included)
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Repair/replacement method	Express replacement service*2 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: To repair an Apple iPad keyboard and Apple Pencil, you will also need to bring the iPad you are using. \*2: Repair charges for "Other damages (¥12,900 including tax)" will apply for screen damage as well.

If your phone is lost or stolen, a mint-condition device\*4 will be delivered on the day\*5 of your request as soon as possible with just a phone call\*6\*7

※ You can use this service up to 2 times over the 4-year period.

You pay: **¥12,900** (tax included)\*3

Support center for iPhone loss and theft      Call: 0120-925-050  
Business: 9:00am – 8:00pm (365 days a year)

【3-hour delivery: ¥3,300 (tax included)/delivery\*8 Hours: 9:00am – 5:00pm】

\*3: You will be charged a separate ¥2,200 (tax included) handling fee for a reissue of your SIM card. \*4: An Apple certified refurbished device will be delivered to you. \*5: Applicable for addresses in Tokyo, Kanagawa, Saitama, Chiba, Gunma, Ibaraki, Tochigi, Yamanashi, Osaka, Kyoto, Hyogo, Shiga, Nara and Wakayama and applications completed by 11am of that day. \*6: Excludes certain regions and remote islands. \*7: iPhone/iPad devices are applicable for loss/theft compensation. Notification to public authorities (certification) is required. \*8: Delivery within 3 hours after application is available for the 23 wards of Tokyo and the city of Osaka. However, deliveries may not be completed within 3 hours depending on traffic and other circumstances.

Monthly charge	iPhone 12 Pro Max, iPhone 12 Pro iPhone 11 Pro Max, iPhone 11 Pro	iPhone 12 iPhone 12 mini, iPhone 11	iPhone SE, iPad Pro*9	iPad, iPad mini, iPad Air
	<b>¥1,190/month</b> (¥1,309 including tax)	<b>¥890/month</b> (¥979 including tax)	<b>¥790/month</b> (¥868 including tax)	<b>¥590/month</b> (¥648 including tax)

※ See the au website for other models. \*9: The monthly charge for iPad Pro is ¥649 including tax/month if purchased before October 31, 2018. ※ You may only subscribe to Repair and Delivery Service when purchasing an iPhone or iPad at an au Shop or other store where au products are available. ※ You will start being billed the monthly charge from the month you subscribe, and the billing will end after you are charged 48 times. (You may be billed starting from your phone bill for the month following the month in which you subscribed.) ※ If you purchase a new au mobile phone, such as when upgrading to a new device or getting a new one, you will automatically be unsubscribed from Repair and Delivery Service you were using with your previous iPhone/iPad. ※ If you cancel or temporarily suspend your au contract, you will automatically be unsubscribed from this service. ※ The coverage does not apply in cases of loss or theft caused by your willful misconduct or negligence, and for damage caused by disasters (earthquakes, eruptions, tsunamis, floods). ※ Your subscription fee will not be pro-rated if you subscribe or cancel during the middle of a month.

Plus! / Covers repairs, loss and theft for four years from your purchase!

## au Smart Pass Premium

You need to make an application to receive support

If your iPhone/iPad is lost or damaged

For four years from your purchase

A maximum of **¥12,900** (tax included) worth\*10 of Ponta points

will be paid to compensate you for

repair costs on up to four occasions!

the loss or theft of your iPhone or iPad on up to two occasions!

Conditions For users who have subscribed to au Smart Pass Premium (¥499/month (¥548 including tax)) and Repair and Delivery Service with AppleCare Services after their iPhone/iPad purchase

○ Applicable for iPhones and iPads purchased after September 22, 2017. ※ Current as of March 2021; Prices are subject to change.

\*10: The compensation paid for iPad repair fees is equivalent to a maximum of ¥4,400 (tax included), or a maximum of ¥3,700 (tax included) for iPad keyboards from Apple and Apple Pencil. ※ 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 at a later date 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. Furthermore, if you change to au Smart Pass or cancel Repair and Delivery Service, compensation for repair fees for au Smart Pass members will apply. You need to apply to receive compensation for both repairs and losses. ※ Not applicable if you changed the device of yours that is eligible for repair to another model or canceled services at the time of being credited with Ponta points. ■ Compensation for repairs ※ 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 devices with a connection to the au network purchased in stores offering au products (excluding carry-in and used products) and accessories. ■ Compensation for loss ※ You will only be eligible when using compensation from Repair and Delivery Service for loss or theft. This does not apply if you have upgraded to a new device in-store. ■ Converted as 1 point = 1 yen. In practice, points added equal the price including tax.

○ Information on this flyer is current as of March 24, 2021.

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

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