

# Repair and Delivery Service with AppleCare Services★

★Hereinafter referred to as "Repair and Delivery Service"

## Service overview

- Provides 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. You need only make a phone call or apply online.



## 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, earphones 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 12 and iPhone 13. \*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.



If your phone is lost or stolen, a mint-condition device\*5 will be **delivered on the day** of your request\*6 as soon as possible when you make **a phone call or apply online**\*7\*8



\*You can use this service up to 2 times in 1 year.

You pay: **¥12,900**\*4

Support center for iPhone loss and theft

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



[3-hour delivery: ¥3,300/delivery\*9 Hours: 9:00 am – 5:00 pm]

Apply here ▶

\*4: You will be charged a separate ¥2,200 handling fee for a reissue of your SIM card. \*5: An Apple certified refurbished device will be delivered to you. \*6: Applicable for addresses in Tokyo, Kanagawa, Saitama, Chiba, Gunma, Ibaraki, Tochigi, Yamanashi, Osaka, Kyoto, Hyogo, Shiga, Nara and Wakayama and applications completed by 11 am of that day. \*7: Excludes certain regions and remote islands. \*8: iPhone/iPad devices are applicable for loss/theft compensation. Notification to public authorities (certification) is required. \*9: 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 fee

iPhone 13 Pro Max, iPhone 13 Pro  
iPhone 12 Pro Max, iPhone 12 Pro  
iPhone 11 Pro Max, iPhone 11 Pro

**¥1,309/month**

iPhone 13, iPhone 13 mini,  
iPhone 12, iPhone 12 mini, iPhone 11,  
12.9-inch iPad Pro (iPad 5)

**¥979/month**

iPhone SE, 12.9-inch  
iPad Pro (up to 4th generation)

**¥868/month**

iPad, iPad mini, iPad Air

**¥648/month**

※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 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 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. ※The coverage does not apply in cases of damage caused by disasters (earthquakes, eruptions, tsunamis, floods) or in cases of loss or theft caused by your willful misconduct or negligence. ※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!

## au Smart Pass Premium

You need to make an application to receive support

If your iPhone/iPad is lost or damaged

Up to 2 times in 1 year

A maximum of **¥12,900**\*10 worth of Ponta points will be paid to compensate you for repair costs!  
A maximum of **¥12,900**\*10 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** after their iPhone/iPad purchase

○Applicable for iPhones and iPads purchased after September 22, 2017. ※Current as of March 16, 2022; Prices are subject to change.

\*10: The compensation paid for iPad repair fees is equivalent to a maximum of ¥4,400, or a maximum of ¥3,700 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 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. ※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 will need to apply to receive compensation for both repairs and losses. ※Ponta points will not be credited under this service if the au line for the supported device is cancelled or temporarily suspended before the Ponta points are credited. ※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 devices with a connection to the au network purchased in stores offering au products (excluding carry-in and used products) and accessories. You are only 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. ※Prices are subject to change.

※Information on this flyer is current as of March 16, 2022. ※Prices indicated include tax.

Apple, the Apple logo, iPad and iPhone are trademarks of Apple Inc. registered in the U.S. and other countries. The iPhone trademark is used under license from Aiphone Co., Ltd. App Store, AppleCare and iCloud are service marks of Apple Inc. TM and © 2022 Apple Inc. All rights reserved.

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