

# SmartCare plan

Sometimes the unexpected happens. Get peace of mind with a SmartCare plan.

## With SmartCare, your device is protected from:

- ✓ Defects beyond the manufacturer's warranty
- ✓ Physical damage i.e. cracked screen
- ✓ Electronic damage i.e. power surge
- ✓ Liquid damage
- ✓ Loss or theft
- ✓ Normal wear and 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](https://virginplus.ca/smartcare).

## Monthly and device replacement fees:

Fees depend on the device that you are protecting:

### Monthly fee:

From \$13/mo. to \$25/mo.

### Replacement fee:

From \$50 to \$599 per replacement. Maximum of 2 replacement claims for each device covered.

Ask an in-store rep for details on your device.

## When to enroll:

The best time to enroll is at time of activation or upgrade. You can also enroll within 30 days of activation or upgrade by visiting any Virgin Plus store for a visual inspection of your device. Previously damaged or defective devices are not eligible for coverage.

Your enrollment will be complete and your coverage will take effect once a phone call is completed to or from the protected device. For data-only protected devices, such as tablets and mobile internet devices, coverage will take effect after a minimum of 1 kb of data usage.

SmartCare is not available for prepaid device activations.

## Getting a replacement device:

### Step 1 (if your device has been stolen)

Call **1-888-999-2321** to suspend your service and protect yourself against unauthorized use of your account.

### Step 2

Submit a replacement request online at [phoneclaim.com/virginplus](https://phoneclaim.com/virginplus) or call Asurion Customer Service at **1-866-213-2143** within 30 days to request a replacement device. The replacement fee will be added to your next Virgin Plus bill.<sup>1</sup>

### Step 3

Get your replacement device by mail or courier and ship your damaged device back using the instructions and packing materials included with your replacement device.<sup>2</sup>

## For more information

Speak to an in-store representative, visit [virginplus.ca/smartcare](https://virginplus.ca/smartcare) or call **1-888-999-2321**.

The SmartCare plan is optional and can be cancelled at any time. A full refund of the monthly fee can be obtained if cancelled within 20 days of your enrollment date.

Current as of August 1, 2024. Available in New Brunswick. Fees and services are subject to change in accordance with your agreement. Taxes extra. (1) See terms and conditions for more information. (2) As long as you subscribe to SmartCare. VIRGIN, VIRGIN PLUS and the Virgin Signature logo are trademarks of Virgin Enterprises Limited and used under license. All other trademarks are property of their respective owners. © Virgin Plus 2024.

