

Buy your phone - Extended warranty program



Protect the brand new device you purchased from Bell/Virgin Plus with a Smart/Phone Care or SmartCare plan.

With our plans, your device is protected from: How it works:

- Defects beyond the manufacturer's warranty
- Physical damage i.e. cracked screen
- Electronic damage i.e. power surge
- Liquid damage
- Normal wear and tear
- Loss and theft

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 store for a visual inspection of your device. Previously damaged or defective devices are not eligible for coverage.

Monthly fee:

- \$12/mo. to \$21/mo, depending on the device

Replacement fee:

- From \$50 to \$599 per replacement
- Maximum of 2 replacements per covered device. Maximum value of the replacement device is \$3,000 per claim.

Replacement requests may be fulfilled with a new, refurbished, or remanufactured device of the same or another model of similar kind and quality. Colours, features, and accessory compatibility are not guaranteed.

Terms and conditions, will be provided either by e-mail or letter after enrollment. Your coverage begins on the date you enrolled in the program and continues month-to-month until terminated by you or by us.

Replacement requests can be submitted at [asur.me/bellclaims](https://www.asur.me/bellclaims) or [asur.me/virginplusclaims](https://www.asur.me/virginplusclaims), or by calling **1-866-213-2143** within 30 days. The replacement fee will be added to your next bill.¹

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.²

Smart/Phone Care and SmartCare plans can be cancelled at any time by calling 1-800-667-0123. We may cancel your coverage if you enrolled an ineligible device, we do not receive your payment for monthly service, you have met your claim limits, or you default on any of your other obligations under this Plan.

Need more information?

Speak to an in-store representative, or call **1 800 667-0123**.

Limitations and exclusions apply, full terms and conditions available at [bell.ca/spc](https://www.bell.ca/spc) or [virginplus.ca/smartcare](https://www.virginplus.ca/smartcare)

Eligible devices:

Below is a partial list of eligible devices as of 3 February 2025. This list may be changed from time to time. For a complete list, or to see the service fee/deductible for a specific device, visit [bell.ca/spc](https://www.bell.ca/spc) or [virginplus.ca/smartcare](https://www.virginplus.ca/smartcare).

Device tier	Sample of devices
Tier 1	Motorola: Moto g play 2024 TCL: 50 XE Nxtpaper 5G, 502 ZTE: Cymbal 2
Tier 2	Motorola: Moto g – 2025, Moto g 5G – 2024 Samsung: Galaxy A15, Galaxy A16, TCL: 60 XE NXTPAPER 5G ZTE: Unite IV
Tier 3	Samsung: Galaxy A54 5G ZTE: MC8010CA
Tier 4	Apple: iPhone SE 2022 64GB, iPhone SE 2022 128GB
Tier 5	Apple: iPhone SE 2022 256GB Google: Pixel 8a, Pixel 9a2 Motorola: Edge - 2024
Tier 6	Apple: iPhone 13 128GB, iPhone 14 128GB, iPhone 15 128GB, iPhone 16 128GB, iPhone 16E 128GB, iPhone 16E 256GB Google: Pixel 8 128GB, Pixel 8 256GB Samsung: Galaxy S24 FE 128GB, S23 FE 128GB, S23 FE 256GB
Tier 7	Apple: iPhone 13 256GB, iPhone 14 256GB, iPhone 15 256GB, iPhone 15 Plus 128GB, iPhone 15 Plus 256GB, iPhone 15 Pro 128GB, iPhone 16 256GB, iPhone 16 512GB, iPhone 16 Pro 128GB Google: Pixel 8 Pro 128GB, Pixel 8 Pro 256GB, Pixel 9 128GB, Pixel 9 256GB Samsung: Galaxy S25 128GB, GALAXY S25 256GB Galaxy S24 128GB, Galaxy S24 256GB
Tier 8	Apple: iPhone 13 512GB, iPhone 14 512GB, iPhone 15 512GB, iPhone 15 Pro 256GB, iPhone 16 Plus 128GB, iPhone 16 Plus 256GB, iPhone 16 Pro 256GB Google: Pixel 8 Pro 512GB, Pixel 9 Pro 128GB
Tier 9	Apple: iPhone 15 Plus 512GB, iPhone 15 Pro Max 256GB, iPhone 16 Pro Max 256GB, Google: Pixel 9 Pro 256GB, Pixel 9 Pro XL 128GB, Samsung: Galaxy S24+ 256GB, Galaxy S25+ 256GB
Tier 10	Apple: iPhone 15 Pro 512GB, iPhone 16 Pro 512GB Google: Pixel 9 Pro 512GB, Pixel 9 Pro XL 256GB Samsung: Galaxy S24+ 512GB, Galaxy S25 Edge 256GB, Galaxy S25+ 512GB
Tier 11	Apple: iPhone 15 Pro 1TB, iPhone 15 Pro Max 512GB, iPhone 16 Pro 1TB, iPhone 16 Pro Max 512GB, iPhone 16 Pro Max 1TB Google: Pixel 9 Pro XL 512GB Samsung: Galaxy S24 Ultra 256GB, Galaxy S25 Edge 512GB, Galaxy S25 Ultra 256GB, Galaxy S25 Ultra 512GB
Tier 12	Apple: iPhone 15 Pro Max 1TB, Samsung: Galaxy S24 Ultra 512GB

Current as of July 14, 2025. Available in AB. Fees and services are subject to change in accordance with your agreement. Taxes extra. Smart/Phone Care and SmartCare plans do not cover turbo hubs. Visit [bell.ca/smartphonecare](https://www.bell.ca/smartphonecare) or [virginplus.ca/smartcare](https://www.virginplus.ca/smartcare) for additional details. To complete your enrollment and for coverage to take effect, a phone call or text message must be completed to or from the covered phone or smartphone, and a minimum of 1 kilobyte data session for turbo sticks, tablets, premium tablets, wearable products and data-only devices. Smart/Phone Care and SmartCare plans do not cover phones on prepaid accounts, SIM cards, or accessories (including batteries and chargers). The device with the IMEI (International Mobile Equipment Identity) number associated to the agreement is covered. Warranty cannot be transferred to a different device, including devices under the same account. (1) See terms and conditions for more information. (2) As long as you subscribe to Smart/Phone Care or SmartCare.