



Mobile Device Protection Terms & Conditions

Terms and Conditions

The service outlined in these Terms and Conditions is provided by Cogeco (“We”, “Us” and “Our”) to all customers (“You” and “Your”) who are subscribed to a Cogeco Mobile plan with Courtesy Device Repair Service (an “Eligible Subscription”) for longer than thirty (30) consecutive days (the “Waiting Period”), and is supplementary to Your Cogeco Mobile service agreement (“Service Agreement”). The administrator of the Courtesy Device Repair Service is Assurant Services Canada Inc. (“Assurant”).

What Device is Covered?

The covered device (“Device(s)”) is Your mobile phone that receives wireless telecommunications services from Us pursuant an Eligible Subscription and Your Service Agreement.

Description of the Repair Service

Following the Waiting Period, for as long as Your Service Agreement is active and in good standing, We will repair Your Device i) if Your Device suffers screen failure, malfunction or defect, including, but not limited to, pixelation, burn-in or response failure, ii) if Your Device suffers physical damage (e.g., cracks) to its screen due to failure in the damage protection features built into Your Device by the manufacturer, or iii) if Your Device’s battery retains less than eighty percent (80%) of its original battery capacity as determined by the manufacturer of the Device.

Service Fees

A service fee (“Service Fee”), plus applicable tax, will apply to all repair services as follows:

Screen Failure	\$79
Battery Failure	\$39

Requesting a Device Repair

To request repair services, call Assurant at **1-800-354-2150** between 8:00 a.m. and 8:00 p.m. Eastern Time.

If an authorized repair centre is available in or near Your geographical location, You may be offered expedited repair services on a walk-in basis.

If the walk-in repair option is not available or convenient to You, You will be supplied with a return courier package & shipping label, at no additional cost to You, which You will use to ship Your defective Device for repair. Instructions on how to properly package and ship the Device will be provided in the return courier package. Once repaired, Your Device will be couriered to Your address in Canada.

Prior to shipping Your Device, You must:

- 1) remove any screen lock application (PIN, face ID, touch ID, or password);
- 2) deactivate any activation lock*;
- 3) remove any confidential, proprietary or personal information; and
- 4) remove any removable cards such as media and SIM cards.

*Activation locks on Android devices must be removed directly on the Device. If Your Android Device does not turn on, please refer to the Device user manual for more information.

How Many Repairs Are Provided?

A maximum of two (2) repair services will be provided per each Eligible Subscription during a continuous twelve (12)-month period.

Repairs for failure to both screens on a dual screen Device that occur concurrently are considered 2 repair services and each is subject to the Service Fee.

What is Not Covered?

- 1) Restoration of data to the repaired Device.
- 2) Repairs due to improper installation or improper equipment modifications.
- 3) Repairs due to damage to external housings or casings.
- 4) Repairs to Devices with removed, altered, defaced, or unidentifiable International Mobile Equipment Identity (IMEI) numbers.
- 5) Repairs to Devices with intentional physical damage, abuse, misuse and/or vandalism.
- 6) Repairs to Devices with a “no problem found” or “no fault found” type diagnosis.
- 7) Repairs for intermittent errors that cannot be reproduced.
- 8) Repairs to any cosmetic damage whether or not it affects the functionality of Your Device.
- 9) Repairs due to accidental damage including, but not limited to, liquid damage or power surges.
- 10) Repairs due to catastrophic damage including, but not limited to, being crushed, penetrated, bent, falling from heights such as balconies or windows, being run over, falling from moving vehicles, or separated into multiple pieces.
- 11) Lost parts or end-user replaceable batteries.
- 12) Reimbursement of costs paid by You to repair Your Device, even if the repair would have been covered under this Courtesy Device Repair Service.
- 13) Accessories.
- 14) Loss or theft of the Device.
- 15) Replacement of SIM card or related item.
- 16) Incidental, indirect, or consequential damages, including, but not limited to, loss of profits.
- 17) Down-time and charges for time and effort.



When Does This Courtesy Device Repair Service End?

This Courtesy Device Repair Service ends on the earlier of:

- 1) the date Your Service Agreement or Eligible Subscription is cancelled in accordance with the terms and conditions of Your Service Agreement; and
- 2) the date this Courtesy Device Repair Service is cancelled by written notice from Us of an amendment to Your Service Agreement.

Limitation of Liability

We are not responsible for the loss of any programs, data, or other information stored on Your Device or any media. We are not liable to You or any third party for any damages resulting or relating directly or indirectly from Your choice to access the coverage under this Courtesy Device Repair Service, including, but not limited to, any damages You may suffer if data left on Your Device when submitted for repair is accessed, or alternatively, is unrecoverable.