

Mobile Device Subscription Damages Policy

Following Your return of a Mobile Device to us, we will undertake an assessment as to whether the Mobile Device is a Damaged Device or a Non-Functioning Device.

Capitalised terms used in this document without definition herein, have the same meaning given to those terms in the Mobile Device Subscription Terms.

Damaged Device

A Mobile Device not being a Non-Functioning Device exhibiting one or more of the following will be determined to be a Damaged Device:

Cosmetic damage examples:

- Chips, cracks or deep scratches on the front glass, back glass, housing or frame.

Functional damage examples:

- Signs of screen burn or display delamination
- LCD damage, including bleeding or streaking
- Popped or displaced screen
- Speaker or microphone faults
- Water or liquid damage
- Engraved device
- Bent device
- Touch ID fault
- Non-original (aftermarket) parts
- Missing or cracked parts, including but not limited to: camera, battery, buttons or SIM tray.

Note: We will disregard for the purposes of determining whether a Mobile Device is a Damaged Device, any damage to a Mobile Device as per the above to the extent We have determined a successful claim under the Device Warranty Terms has been made, or may be made, with respect thereto.

Damage Fee based on Mobile Device model and date of return of the Mobile Device to Us:

		Year after Agreement Start Time in which the Mobile Device is returned to Us:			
Mobile Device	Supplied by Us to You as	Year 1	Year 2	Year 3	Year 4
iPhone 15 range					
Apple iPhone 15 128 GB	Brand new	\$310	\$225	\$179	\$139
Apple iPhone 15 256 GB		\$350	\$255	\$199	\$159
Apple iPhone 15 Pro 128 GB		\$380	\$285	\$219	\$169
Apple iPhone 15 Pro 256 GB		\$420	\$315	\$239	\$189
Apple iPhone 15 Pro Max 256 GB		\$450	\$335	\$259	\$209
Apple iPhone 15 Pro Max 512 GB		\$520	\$395	\$299	\$239
iPhone 14 range					
Apple iPhone 14 128 GB	Refurbished or pre-owned	\$240	\$175	\$130	N/A
Apple iPhone 14 256 GB		\$255	\$200	\$150	N/A
Apple iPhone 14 Pro 128 GB		\$270	\$220	\$170	N/A
Apple iPhone 14 Pro 256 GB		\$280	\$230	\$180	N/A
Apple iPhone 14 Pro Max 128 GB		\$290	\$245	\$190	N/A
Apple iPhone 14 Pro Max 256 GB		\$310	\$260	\$200	N/A
iPhone 13 range					
Apple iPhone 13 128 GB	Refurbished or pre-owned	\$210	\$155	\$90	N/A
Apple iPhone 13 256 GB		\$220	\$160	\$95	N/A
Apple iPhone 13 Pro 128 GB		\$240	\$180	\$100	N/A
Apple iPhone 13 Pro 256 GB		\$260	\$190	\$110	N/A
Apple iPhone 13 Pro Max 256 GB		\$290	\$205	\$130	N/A
iPhone 12 range					
Apple iPhone 12 64 GB	Refurbished or pre-owned	\$150	\$95	\$55	N/A
Apple iPhone 12 128 GB		\$160	\$105	\$60	N/A
Apple iPhone 12 256 GB		\$170	\$115	\$65	N/A
Apple iPhone 12 Pro 128 GB		\$190	\$135	\$75	N/A
Apple iPhone 12 Pro 256 GB		\$210	\$145	\$80	N/A
Apple iPhone 12 Pro Max 128 GB		\$190	\$135	\$75	N/A
Apple iPhone 12 Pro Max 256 GB		\$240	\$165	\$100	N/A
iPhone 11 range					
Apple iPhone 11 64 GB	Refurbished or pre-owned	\$120	\$75	\$45	N/A
Apple iPhone 11 128 GB		\$135	\$80	\$50	N/A
Apple iPhone 11 256 GB		\$150	\$90	\$60	N/A
Apple iPhone 11 Pro 64 GB		\$150	\$90	\$60	N/A
Apple iPhone 11 Pro 256 GB		\$165	\$105	\$65	N/A
Apple iPhone 11 Pro Max 128 GB		\$170	\$110	\$70	N/A
Apple iPhone 11 Pro Max 256 GB		\$185	\$115	\$75	N/A

Non-Functioning Device

A Mobile Device exhibiting one or more of the following will be determined to be a Non-Functioning Device:

- Mobile Device no longer turns on

Note: A Mobile Device will not be a Non-Functioning Device to the extent We have determined a successful claim under the Device Warranty Terms has been made, or may be made, with respect thereto.

Non-Functioning Device Fee based on Mobile Device model and Subscription Period:

Mobile Device	Supplied by Us to You as	24-month subscription period	36-month subscription period
iPhone 15 range			
Apple iPhone 15 128 GB	Brand new	\$348	N/A
Apple iPhone 15 256 GB		\$396	N/A
Apple iPhone 15 Pro 128 GB		\$432	N/A
Apple iPhone 15 Pro 256 GB		\$480	N/A
Apple iPhone 15 Pro Max 256 GB		\$516	N/A
Apple iPhone 15 Pro Max 512 GB		\$588	N/A
iPhone 14 range			
Apple iPhone 14 128 GB	Refurbished or pre-owned	\$282	\$0
Apple iPhone 14 256 GB		\$330	\$0
Apple iPhone 14 Pro 128 GB		\$354	\$0
Apple iPhone 14 Pro 256 GB		\$378	\$0
Apple iPhone 14 Pro Max 128 GB		\$396	\$0
Apple iPhone 14 Pro Max 256 GB		\$426	\$0
iPhone 13 range			
Apple iPhone 13 128 GB	Refurbished or pre-owned	\$222	\$0
Apple iPhone 13 256 GB		\$240	\$0
Apple iPhone 13 Pro 128 GB		\$270	\$0
Apple iPhone 13 Pro 256 GB		\$300	\$0
Apple iPhone 13 Pro Max 256 GB		\$330	\$0
iPhone 12 range			
Apple iPhone 12 64 GB	Refurbished or pre-owned	\$144	\$0
Apple iPhone 12 128 GB		\$162	\$0
Apple iPhone 12 256 GB		\$174	\$0
Apple iPhone 12 Pro 128 GB		\$210	\$0
Apple iPhone 12 Pro 256 GB		\$222	\$0
Apple iPhone 12 Pro Max 128 GB		\$210	\$0
Apple iPhone 12 Pro Max 256 GB		\$276	\$0
iPhone 11 range			
Apple iPhone 11 64 GB	Refurbished or pre-owned	\$120	\$0
Apple iPhone 11 128 GB		\$138	\$0
Apple iPhone 11 256 GB		\$156	\$0
Apple iPhone 11 Pro 64 GB		\$156	\$0
Apple iPhone 11 Pro 256 GB		\$168	\$0
Apple iPhone 11 Pro Max 128 GB		\$174	\$0
Apple iPhone 11 Pro Max 256 GB		\$192	\$0

Updates

We may update this policy from time to time by publishing such updated policy to the nu Website.