

For added convenience see our Self-Service Replacement option and find a Sprint Repair Center by visiting sprint.com/storelocator.



Important Information:

- > **Total Equipment Protection** combines all the coverage of the Equipment Replacement Program and the Equipment Service & Repair Program.
 - For complete terms and conditions, see a program brochure available at Sprint Stores, sprint.com or by calling 1.800.584.3666.
- > **The Equipment Service & Repair Program** provides coverage for mechanical or electrical failure, routine maintenance and failure from normal wear and tear.
 - If your device needs repair, bring it to one of 1,400 Sprint Phone Repair Centers. For nearest location, visit sprint.com/storelocator.
- > **The Equipment Replacement Program** provides coverage for lost, stolen or physically damaged devices.
 - If your device is lost, stolen or physically damaged, contact Asurion at 1.800.584.3666.

Sprint 30-Day Repair or Replacement Policy: Customer's repaired or replaced equipment is covered from hardware or software failure for 30 days after repair or replacement at a Sprint Phone Repair Center. Customers will receive a repaired or replaced unit at no charge if equipment exhibits software or hardware failure within 30 days from time of original repair. Service center determines if equipment is repaired or replaced. Customer must return to the original repair location for this policy to apply.

Manufacturers Limited Warranty Service: Select manufacturer's offer limited warranty coverage on phones and devices. Coverage typically offers repair or replacement of equipment defect at no charge to the customer. Shipping charges generally apply. Turnaround time is usually 7-10 days. Contact the original equipment manufacturer to submit a device for warranty repair or replacement, or for terms and conditions.

Sprint Rep Information:

Phone Repair Services



Phone Repair Services

Keeping you connected.

Terms and conditions are subject to change. May not be available in all states. Eligibility varies by device. The Equipment Replacement Program is insurance under-written by Continental Casualty Company, a CNA Company, and administered by Asurion Protection Services, LLC (Asurion Protection Services Insurance Agency, LLO) CA License #OD63131. © 2008 Sprint. All rights reserved. SPRINT, the Sprint logo, and other trademarks are trademarks of Sprint Nextel. All other product or service names are property of their respective owners. All rights reserved.

Protect your phone.

Complete Equipment Protection Programs

With Equipment Protection you have options that fit exactly what you need for one low monthly price added on to your bill. For phones, mobile broadband cards and PDAs.

	Equipment Replacement Program*	Equipment Service & Repair Program	Total Equipment Protection*
	Provides coverage for lost, stolen or physically damaged devices including liquid damage; \$50 non-refundable deductible applies per approved replacement. Replacements may be reconditioned or different equipment. Covers 3 approved claims in 12-month period with a maximum of \$1,000 per claim.	Provides coverage for mechanical or electrical failures, routine maintenance and failure from normal wear and tear.	Complete coverage that combines the Equipment Service and Repair Program and the Equipment Replacement Program; protects your device against loss, theft, physical damage and mechanical or electrical failure, routine maintenance and failure from normal wear and tear. Liquid damage and damage beyond repair is also included.
Pricing	\$4/mo.	\$4/mo.	\$7/mo. Best Value

How to Enroll: You can enroll in Total Equipment Protection when you activate or upgrade your device. To enroll within 30 days after activation or upgrade, ask an associate or call 1.800.584.3666. Devices are only eligible for enrollment within 30 days of activation or upgrade. Additionally, you may enroll in the Equipment Service & Repair Program at the time of a paid service & repair transaction at a Sprint Phone Repair Center. A customer may cancel coverage at any time at no cost and will receive a prorated credit for any unused premium. See in-store program specific brochure for full coverage details.

*Service provided through insurance portion of Total Equipment Protection program and requires a deductible at time of claim

Fix your phone.

Individual Service Options

If you choose not to enroll in one of the Equipment Protection Programs you still have options for service and repair.

	Normal Wear and Tear	Physical Damage	
Phone and Mobile Broadband Cards	\$35	\$99	<p>If you are already signed up for Total Equipment Protection you are completely covered for Normal Wear and Tear and Physical Damage plus:</p> <ul style="list-style-type: none"> • Lost or stolen devices • Liquid damage or corrosion • Damage beyond repair <p>See the Complete Equipment Protection Programs above for a full description.</p>
PDA	\$55	\$119	
Incident & Repair Services	<p>Provides coverage for:</p> <ul style="list-style-type: none"> • Mechanical/Electrical Failures • Routine Maintenance • Failure from Normal Wear and Tear 	<p>Provides coverage for:</p> <ul style="list-style-type: none"> • Cracked/Broken Housing • Cracked/Separated Flip/Hinge Assembly • Cracked/Bleeding LCD • Cracked/Broken Lenses • Broken Charging Port 	
<p>Not Covered: Lost or stolen devices, liquid damage or corrosion, battery, accessories and damage beyond repair.</p>			

Equipment Protection Programs and Individual Service Options include the following covered at no charge: Device unlock/reset, phonebook swaps and software customization.

We strive to provide you the best service and quickest response. The time to complete your transaction includes the service option you choose and the type of phone to be repaired. Most services are available while you wait. If phone replacement is required due to the extent of damage, phone replacement can take up to 2 business days.