

## FAQ's – iPhone Forever Program

### Which iPhones are covered for the iPhone Forever Program?

- iPhone which is not tampered or attempted an unauthorized repair
- iPhone which is in perfect working condition determined as per diagnostic test at the time of activating of iPhone Forever service
- Program benefits will be based on the age of iPhone & model at the time of registration to the service.

Below table is an easy reckoner for type of benefits available on the devices.

iPhone Model*	Phone Age < 18 months			Phone Age > 18 months		
	Replacement	Upgrade	Repair	Replacement	Upgrade	Repair
5s	N	Y	Y	Not available	Y	Y
6/6 Plus	Y	Y	Y		Y	Y
6s/6s Plus	Y	Y	Y		Y	Y
SE	Y	Y	Y		Y	Y
7/7 Plus	Y	Y	Y		Y	Y
8/8 Plus	Y	Y	Y		Y	Y
X	Y	Y	Y		Y	Y
XS/XS Max	Y	Y	Y		Y	Y
XR	Y	Y	Y		Y	Y

\* iPhone models eligible for the benefit are subject to change based on sales & service lifecycles of the devices

### What is an 'Apple authorized iPhone replacement'?

- You would get the same iPhone variant (we will do our best to offer the same color) as a replacement.
- There will be no additional accessories supplied along with the device.

### What kind of damages will be eligible for replacement, repair or upgrade?

The following conditions would be covered:

- Accidental physical damage and/or such damage that causes Covered Device to stop working on normal usage
- Fails to work because accidentally fluid has entered its internal circuitry, resulting into stoppage of the Covered Equipment

### **In an event of accidental damage when should I request for replacement, repair or upgrade?**

You need to create a request on the app within 72 hours of accidental damage.

### **What kind of damages will NOT be eligible for replacement or upgrade?**

- Any damage occurring within 21 days of Plan Activation or 90 days after every subsequent damage claim (Cooling period)
- Any damage due to careless use/negligence or intentional damage to the covered Device
- Any Device that is tampered/repared at unauthorized service centre or unauthorized modification to the Device.
- Defects covered under manufacturer's warranty.

### **What are the charges for this service?**

- No Extra monthly charges as long as you are on 'RED - iPhone Forever' Postpaid or higher plan
- At time of damage claim: Pay handling fee of Rs.2000/+ GST
- At the time of upgrade (non-damaged device): Pay differential cost for the new iPhone.  
\*Differential cost: Cost of the new Device – Depreciated value of your old Device

### **How long is the program valid till?**

The program is valid for 1 year post successful registration of the Device.  
After 1 year we will automatically renew your program benefits provided your iPhone.  
Program benefits will change as per the age and model of your iPhone.

### **How many times can I avail of these benefits during the program period of 1 year?**

You can avail of your program benefits unlimited times a year.  
Between each replacement & repair service done, you would need to wait 90 days before raising any other request.  
Upgrade to a new iPhone can be done at any time without any waiting period after each replacement.

### **How do I transfer the program benefits once I get a replacement or upgraded iPhone?**

The program benefits will automatically be transferred to the replacement or upgraded iPhone sent to you.  
The program validity will remain as per the original date of activation.

**What happens if I buy a new iPhone or change to another iPhone device from outside the program?**

- You can register your iPhone Device for this service – provided the iPhone is eligible and you are still on 'RED – iPhone Forever' or higher rental Post-paid Plan.
- The Plan benefits on the old Device will be deactivated once the Plan is transferred to the new Device.

**What will happen if I move out to a lower plan than 'RED - iPhone Forever' Postpaid Plan?**

- The iPhone for Life service will be discontinued and you will not be able to enjoy any benefits of the plan.

**Will the replacement device have manufacturer warranty?**

- If the device had no warranty period left in the old device, the replacement device would come with a 3 month warranty
- If the old device has more than 3 months warranty left, then the same would be carry forwarded to the new device
- If you upgrade to a new Device you will get 1 year manufacturer warranty

**What will the time taken for collection and replacement/repair/upgrade of device?**

- You will receive the repaired/replaced/upgraded Device in 1-14 business days depending on the city & location. You will be informed of the expected time while raising a request.
- The replacement device will be packed in tamper-proof branded box. No accessories will be included in the box.
- Upgraded iPhone will come in a new sales box with all applicable accessories.

**If my device is completely damaged and I don't have access to the iPhone Forever App, how can I raise my request?**

- You can raise in your request for damage claim via <https://vodafone.servify.tech> Just enter your number, OTP and go-ahead and raise your request.

**Who do I contact in-case of any issues while raising my request on the iPhone Forever App or any other issues related to the request?**

- Call Servify Toll Free Number 1800-121-999-333– all days 9 am to 9 pm or email Servify at [support@servify.tech](mailto:support@servify.tech)
- For any issues related to RED iPhone Forever Plan activation, you can contact Vodafone helpline numbers – 198 or 9820098200.