

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.

numobile – Mobile Device Subscription Damages Policy
Current as at 13 June 2022



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 13 range					
Apple iPhone 13 128 GB	Brand new	\$279	\$209	\$159	\$129
Apple iPhone 13 256 GB		\$309	\$229	\$179	\$149
Apple iPhone 13 Pro 128 GB		\$349	\$259	\$199	\$169
Apple iPhone 13 Pro 256 GB		\$379	\$289	\$229	\$179
Apple iPhone 13 Pro Max 128 GB		\$379	\$289	\$229	\$179
Apple iPhone 13 Pro Max 256 GB		\$399	\$309	\$239	\$199
iPhone SE range					
Apple iPhone SE 64 GB	Brand new	\$149	\$109	\$89	\$69
Apple iPhone SE 128 GB		\$169	\$119	\$99	\$79
iPhone 12 range					
Apple iPhone 12 128 GB	Refurbished or pre-owned	\$239	\$149	\$89	N/A
Apple iPhone 12 256 GB		\$259	\$159	\$99	N/A
Apple iPhone 12 Pro 128 GB		\$299	\$179	\$109	N/A
Apple iPhone 12 Pro 256 GB		\$329	\$199	\$119	N/A
Apple iPhone 12 Pro Max 128 GB		\$319	\$189	\$119	N/A
Apple iPhone 12 Pro Max 256 GB		\$339	\$209	\$129	N/A
iPhone 11 range					
Apple iPhone 11 64 GB	Refurbished or pre-owned	\$159	\$99	\$29	N/A
Apple iPhone 11 128 GB		\$179	\$119	\$29	N/A
Apple iPhone 11 Pro 64 GB		\$189	\$119	\$39	N/A
Apple iPhone 11 Pro 256 GB		\$199	\$129	\$39	N/A
Apple iPhone 11 Pro Max 64 GB		\$209	\$139	\$39	N/A
Apple iPhone 11 Pro Max 256 GB		\$229	\$149	\$39	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 13 range			
Apple iPhone 13 128 GB	Brand new	\$612	\$420
Apple iPhone 13 256 GB		\$684	\$480
Apple iPhone 13 Pro 128 GB		\$768	\$528
Apple iPhone 13 Pro 256 GB		\$852	\$588
Apple iPhone 13 Pro Max 128 GB		\$840	\$576
Apple iPhone 13 Pro Max 256 GB		\$924	\$636
iPhone SE range			
Apple iPhone SE 64 GB	Brand new	\$324	\$228
Apple iPhone SE 128 GB		\$360	\$252
iPhone 12 range			
Apple iPhone 12 128 GB	Refurbished or Pre-owned	\$228	N/A
Apple iPhone 12 256 GB		\$246	N/A
Apple iPhone 12 Pro 128 GB		\$282	N/A
Apple iPhone 12 Pro 256 GB		\$312	N/A
Apple iPhone 12 Pro Max 128 GB		\$300	N/A
Apple iPhone 12 Pro Max 256 GB		\$324	N/A
iPhone 11 range			
Apple iPhone 11 64 GB	Refurbished or Pre-owned	\$144	N/A
Apple iPhone 11 128 GB		\$168	N/A
Apple iPhone 11 Pro 64 GB		\$174	N/A
Apple iPhone 11 Pro 256 GB		\$186	N/A
Apple iPhone 11 Pro Max 64 GB		\$198	N/A
Apple iPhone 11 Pro Max 256 GB		\$216	N/A

Updates

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