



Terms & Conditions: stc protect

- The Device Protection service for is applied to some of devices purchased through stc retail stores and mystc, where you can subscribe to the service when purchasing a device as installment or cash.
- Customers can activate the subscription of the device protection service within 30, 60, or 90 days from device purchase date based on package customer chose called enrollment period. If the customer did not activate the service during the specified period, he will not get a charge of any fees.
- stc will not charge customers if the customer did not activate device protection services
- Enrollment period is not free once customer activated one of the plans.
- When a customer desires to use device protection during enrollment period days for a repair or replacement, he or she will have to subscribe to the service first in order to benefit from it. Subscription to start from device purchase date.
- In addition to monthly subscription fee, customer will have to pay a service fee for every repair/replacement.
- Subscription fee amount may be paid as installment or upfront if customer purchase device as installment or cash. And payment to be done upfront if customer paid for device as cash.
- During the device protection period, customers are entitled to a number of repairs and replacements based on the package. Defective devices replaced with a similar device in terms of manufacture, model, memory, and color; and in the absence of a similar device, the device is replaced with a device with more memory, or a higher device of the same model, or a similar device available in another color. The decision to replace the device is solely with stc service.
- Only the actual device is repaired or replaced with a like for like device. Accessories, covers, protectors, and manufacturer defects (under manufacturer warranty) are NOT included. Any damage affecting SIM card, accessories and applications are also excluded.
- The cases where the device replacement/repair is accepted are technical faults, broken screen of the device, malfunctions caused by exposure of the device to fluids, malfunctions not covered within the factory warranty, damage caused by laser contact with the camera, multiple cracks in the glass, damage to the sound or lighting conductor, abrasions and severe holes, damage or loss of buttons, curvature or split of the outer casing, microphone or amplifier damage.
- The cases where the device replacement is not accepted are the mismatch of the make, model, size, color, or device unique code, opening the device through other service centers, tampering of device's parts, dismantling or losing the device parts, the presence of non-original batteries for other companies, catastrophic damage (which includes the destruction of parts, or separate them by force into multiple pieces). Based on supplier policy.
- stc disclaims any responsibility for any damage/loss of information in the device. Customer shall try to take backup, deactivate iCloud/Find My iPhone/ Google Account, before handing over the device for device protection service. Customer shall not handover any accessory (box, data cable, memory card or charger etc.) to device protection agent.
- Repair or replacement process in main cities (Riyadh, Jeddah, Khobar and Khamis Mushait) takes 3 to 5 working days from the receipt of the device and verification that Google Account/iCloud/Find My iPhone is turned off. Outside main cities, it will take up to 14 working days.
- We only use higher quality or A+ grade spare-parts following standard specifications.

- Customer agrees that stc will reveal part of my information (activation information) if needed to a third-party company to assure quality of service.
- stc or the third party reserves the right to verify the customer's service plan and device installment validity, at the time of receiving the device.
- If a customer wishes to cancel the service during the contract's validity period, he or she will have to pay a penalty equal to the value of the monthly subscription for the total number of remaining months. For customer paid it in cash, cancelation is not acceptable.

Prices/Amounts include 15% VAT

Table: Covered and Ineligible Cases by stc Protect

Covered by stc protect Service	Ineligible for service
Sign of Liquid damage confirmed by user or inspected by technician	Mismatch between the device unique code (codes) and the color, size, or model
Clear evidence of corrosion or rust in any internal components	Any signs of device Internal tampering or damage
Any screen fracture	Disassembled unit or missing parts (internal parts)
Damage in device camera	Non-Original batteries or internal components /changing the device batteries or any internal components with nonoriginal components
Single hairline crack resulted by hitting the device in solid surface or additional cracks	Catastrophic damage (includes units destroyed / damage/ forcibly separated into multiple pieces)
Any chips or multiple cracks noticed in device glass / screen	
Damage of audio or charging connector or any connectors in the devices	
Signs of abrasion, puncture / hole or several holes, or button damages or missing due to fall	

Minor bend of device enclosure (Without extreme damage of internal components)	
Split or damage of enclosure without the extreme damage of the internal components of the device	