



Terms & Conditions: stc protect

- The stc protect service for devices is applied to postpaid mofawtar 2, 3, 4, 5 plans only, where you can subscribe to the service when purchasing a device according to the device installment program for mofawtar 2, 3, and 4, and according to the smart device discount program for mofawtar 5
- The term of the device protection contract is related to the term of the device installment contract (for mofawtar 2, 3, and 4), and is related to the term of the device discount contract (for mofawtar 5). As these two contracts exactly coincide with the duration (beginning and end of the contract). Consequently, it is not possible to subscribe to the protection service by a contract that is different from the device installment contract or by a contract that is different from the device discount contract in terms of time.
- Customers on devices packages (mofawtar 2, 3 and 4 devices installment program and smart device discount program for mofawtar 5) can activate the subscription of the stc protect service within the specified period (30 days from device contract purchase for mofawtar subscribers of 2, 3, 4, and 90 days from device contract purchase for mofawtar 5 subscribers). Customers can only activate the protection service contract during this specified period. If the customer did not activate the service during the specified period, he will not get a charge of any fees.
- When a customer desire to use stc protect during the specified period for a Repair OR Replacement (30 days for mofawtar 2, 3 and 4 or 90 days for mofawtar 5), he or she will have to subscribe to the service first in order to benefit from it.
- In addition to monthly subscription fee, customer will have to pay a service fee of 401.35 SAR for every repair/replacement.
- During the device contract period, stc protect installment customers are entitled to 2 repairs or 1 replacement 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 protect 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.
- Cases where device replacement 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.

- Cases where device replacement is not accepted are the mismatch of the make, model, size, color, or device unique code, tampering and damage to the device's internal 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).
- stc Protect 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 stc Protect service. Customer shall not handover any accessory (box, data cable, memory card or charger etc.) to stc Protect agent.
- Repair or replacement process in main cities (Riyadh, Jeddah and Khobar) 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. Loan phone may be provided during the repair or replacement process if it exceeds 14 days for cases like parts/replacement stock issues from manufacturer (as we only use higher quality or A+ grade spare-parts following standard specifications), and liquid damage.
- Customer agrees that stc will reveal part of my 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, as the penalty will be calculated according to the following formula and table:

penalty amount = monthly subscription of service amount x remaining period of the contract

Month/Period	12 months	18 months	24 months
1	400.20 SR	600.30 SR	800.40 SR
2	366.85 SR	566.95 SR	767.05 SR
3	333.50 SR	533.60 SR	733.70 SR
4	300.15 SR	500.25 SR	700.35 SR
5	266.80 SR	466.90 SR	667.00 SR
6	233.45 SR	433.55 SR	633.65 SR
7	200.10 SR	400.20 SR	600.30 SR
8	166.75 SR	366.85 SR	566.95 SR
9	133.40 SR	333.50 SR	533.60 SR
10	100.05 SR	300.15 SR	500.25 SR
11	66.70 SR	266.80 SR	466.90 SR

12	33.35 SR	233.45 SR	433.55 SR
13		200.10 SR	400.20 SR
14		166.75 SR	366.85 SR
15		133.40 SR	333.50 SR
16		100.05 SR	300.15 SR
17		66.70 SR	266.80 SR
18		33.35 SR	233.45 SR
19			200.10 SR
20			166.75 SR
21			133.40 SR
22			100.05 SR
23			66.70 SR
24			33.35 SR

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 non-original 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	