

Asurion Claim Process

The following screenshots show the answers required to be eligible for a carry-in or remote tech repair. Answers that differ from the below will be directed to device replacement.

“Cracked screen” only

Choose the device associated with(574) 215-9202

Choose type of damage

Cracked screen

Other Physical Damage

Contact with liquid

Charging Port, Keys, Buttons, Audio Jack, etc.

“No” to ALL

(For example: your device was submerged in water, exposed to a spill or dropped in liquid)

Yes No

Is there any other damage beyond the cracked screen?
(For example: back glass damage, bent back or sides, or damage to charging ports, buttons, or camera)

Yes No

Are there any issues with the camera or taking photos?

Yes No

Are there any issues making or receiving calls or texts?

Yes No

Has your device been exposed to liquid?
(For example: your device was submerged in water, exposed to a spill or dropped in liquid)

Yes No

Is there any other damage beyond the cracked screen?
(For example: back glass damage, bent back or sides, or damage to charging ports, buttons, or camera)

Yes No

Are there any issues with the camera or taking photos?

Yes No