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.

	"Cra Choose the devic	acked screen" or	1ly 5-9202
	Choose type of damage		۲
Cracked screen		creen	0
	Other Physical Damage		0
Contact with lie		th liquid	0
Charging Port, Keys, Buttons, O Audio Jack, etc.			ions, O
(For example: your device v exposed to a spill or droppy Yes ● No Is there any other beyond the crace (For example: back glass da or damage to charging port Yes ● No Are there any iss camera or taking Yes ● No Are there any iss receiving calls or Yes ● No	ed in liquid) er damage ked screen? mage, bent back or sides, s, buttons, or camera) ues with the photos? ues making or	"No" to ALL	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 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 Yes No Are there any issues with the camera or taking photos? Yes No