

uBreakiFix Carry-In Repairs for Verizon Extended Warranty Customers F.A.Q.

ALL Verizon Extended Warranty Customers Need to File their Claim **BEFORE** Coming to uBreakifix. We have no way to assist customers with filing their claim.

What is covered under this program? Display, power, cameras, charging, motherboard, and audio defects.

What is NOT covered under this program? Verizon Extended Warranty does **not** cover physical damage [ex. cracked screens, severe bends, and back cover or frame damage] or liquid damage.

If the customer's device has any physical damage, even if it is **not** related to the issue they are experiencing, it would **not** be covered under this program. Example: If an iPhone 15 is experiencing issues with intermittent charging, but has a broken back glass, it is **not** eligible under this program.

What is the most common issue that cannot be repaired? Unfortunately, we do not have access to Apple motherboards. Anything related to call quality, carrier connection, and service issues on iPhones is **unlikely** to be repairable.

What is the average turnaround time? We don't always know what component is causing the issue. The expected turnaround time to **diagnose** the device is four (4) hours. If we suspect the issue is caused by a part that is not on hand, we would relay that to the customer at check-in, as that would obviously affect their overall turnaround time. Once diagnosed, and parts are on hand, the **repair** turnaround time is (2) hours. Therefore, even if we have parts on hand, if a customer is in your store past 4 PM attempting to file a claim, it is *highly unlikely* they would be able to get the repair done at uBreakiFix and returned to them the same day.

What if the customer doesn't want to wait for any repair? If the customer declines help, they can pay \$49 to receive a refurbished replacement device by mail. These devices are overnighted as long as they are submitted prior to 7 P.M. Any Advanced Exchanges placed on Friday or Saturday would arrive by 7 P.M. on Monday.

If a customer absolutely does not want to wait for diagnostics or repair, and simply wants a replacement device as fast as possible, please encourage them to simply tell us that when they arrive. We will always try to diagnose and repair the device, but we can forego that if the customer just wants a replacement.

Please visually inspect the customer's device for obvious physical damage before directing them to file this claim.