

uBreakiFix Carry-In Repairs for Asurion Customers Overview

ALL Asurion Phone Insurance Customers Need to File their Claim **BEFORE** Coming to uBreakifix. We have no way to assist customers with filing their claim.

Eligible repairs:

- Cracked front screen
- Cracked back glass
- Cracked front screen and back glass

Devices covered:

- iPhone 14 and iPhone 14 Plus
- iPhone 15, iPhone 15 Plus, iPhone 15 Pro, and iPhone 15 Pro Max
- Note 8
- Note 9
- Note 10 and Note 10 Plus
- Note 20 and Note 20 Ultra
- Galaxy S9 and Galaxy S9 Plus
- Galaxy S10, Galaxy S10e, and Galaxy S9 Plus
- Galaxy S20, Galaxy S20FE, Galaxy S20+, and Galaxy S20 Ultra
- Galaxy S21, Galaxy S21 +, and Galaxy S21 Ultra
- Galaxy S22, Galaxy S22+, and Galaxy S22 Ultra
- Galaxy S23, Galaxy S23+, and Galaxy S23 Ultra
- Galaxy S24, Galaxy S24+, and Galaxy S24 Ultra

Eligible Devices for Verizon Asurion Screen Damage ONLY Repairs Remain Unchanged.

What else should the customer be aware of?

- **Additional Damage:** Any damage beyond what is listed on the previous page is not covered and would likely result in a device replacement. Carrier connection / call quality issues are **not** covered. These are also **not** “quick fixes” for any customers paying out of pocket.
- **Find my iPhone:** Customers with iPhones **must** turn off Find my iPhone to calibrate the replacement part. If they can’t do this prior to coming in, they may be subject to a longer wait time. We can walk them through this, but if their screen is completely non-functional it will add to their repair time.
- **The uBreakiFix I want to go to isn’t listed as an option for carry-in repair.**
 - Try using the store’s zip code instead of your own when filing the claim.
 - We don’t have the part in stock. You can call us to confirm.
- **Device password is required.** iPhones need calibrated. Samsung devices require extensive outgoing testing.
Customer Can:
 - Put a Samsung or Google device in Maintenance Mode
 - Wipe their device
 - Give us their password
- **This is Asurion’s program, not uBreakiFix.** We have to adhere to Asurion policies and procedures. If we have to decline a repair, it is based on an Asurion policy, not ours. We have no “judgement calls”.
- **Average Repair Time:** (2) hours. This assumes claim is already filed for the correct device, Find my iPhone is disabled, and the device is *not* a Galaxy Flip or Fold (which take longer).