

# AppleCare+ plans for iPhone

## First Look



Service and support from the people who know your iPhone best.

<b>Scope of service and support</b>	<b>AppleCare+</b> includes unlimited incidents of accidental damage protection, each subject to service fees <b>AppleCare+ with Theft and Loss</b> includes unlimited incidents of accidental damage and up to two incidents of theft or loss coverage every 12 months, each subject to service fees or a deductible Both plans provide 24/7 priority technical support and hardware coverage
<b>Duration</b>	Both plans are available as a two-year, fixed-term plan or a monthly plan that automatically renews until cancelled
<b>Service fees or deductibles (U.S.)</b>	\$29 for screen or back glass damage (back glass damage fee available for iPhone 12, iPhone 13, iPhone 14, iPhone 15, and iPhone 16 models), \$99 for other accidental damage, and \$149 for theft or loss

## Key messages

### One stop for technical support

- 24/7 priority access to Apple experts via chat or phone
- Same-day service in most major metropolitan areas worldwide
- Onsite screen repairs in select locations
- Mail-in or carry-in repair
- Express Replacement Service

### Apple hardware coverage

- Covers iPhone, including the battery
- AppleCare+ includes unlimited incidents of accidental damage protection, and AppleCare+ with Theft and Loss also includes up to two incidents of theft or loss coverage every 12 months
- If your iPhone is lost or stolen, you can request that a replacement be shipped to you in any country where AppleCare+ with Theft and Loss for iPhone is available
- Each incident is subject to a service fee or deductible

### Software support included

- Using iOS and iCloud
- Connecting to wireless networks
- Questions about FaceTime, Mail, Calendar, and other Apple-branded iPhone apps

## Additional information

- AppleCare+ is a best-in-class service contract from Apple—not insurance
- AppleCare+ with Theft and Loss is an insurance product underwritten by AIG\*
- AppleCare+ plans can only be purchased within 60 days of an eligible iPhone purchase
- AppleCare+ plans are automatic enrollment programs, so everything is done at the time of purchase
- Accidental damage from handling includes dents, cracked screens, spills, and liquid submersion affecting the functionality of iPhone
- Any unused theft and loss incidents will expire after 12 months, and you will get two more theft and loss incidents to use within the next 12 months of continued coverage
- AppleCare+ plans do not cover cosmetic damage or damage that does not affect the functionality of iPhone
- Same-day service availability and options may vary by region and iPhone model
- Same-day replacement is not available for theft/loss claims
- International replacement of lost or stolen devices is subject to availability, and options may vary by region and iPhone model

Learn more at [apple.com/support/products/iphone.html](https://apple.com/support/products/iphone.html)

AppleCare+ Terms and Conditions: [apple.com/legal/sales-support/applecare/applecareplus](https://apple.com/legal/sales-support/applecare/applecareplus)

AppleCare+ with Theft and Loss insurance documents: [apple.com/legal/applecare/applecareplus/theftandloss/](https://apple.com/legal/applecare/applecareplus/theftandloss/)

\* Theft and loss insurance coverage is underwritten by New Hampshire Insurance Company and is provided under a group policy issued to AppleCare Service Company, Inc. in all states, except for New York where the policy is issued to Apple Inc. and is sold by AppleCare Service Company, Inc. (in California d/b/a Brogdan Insurance Services Lic#OL00763; Iowa License #26) and is sold in NY by Apple Inc. (License #926146).

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