

# **STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS**

## **TABLE OF CONTENTS**

<b>1. STARHUB'S SERVICE SPECIFIC TERMS &amp; CONDITIONS SCREEN REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED AS FROM 31 MARCH 2022 .....</b>	<b>2</b>
<b>2. STARHUB'S SERVICE SPECIFIC TERMS &amp; CONDITIONS SCREEN REPAIR SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED BEFORE 31 MARCH 2022.....</b>	<b>5</b>

# STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SCREEN REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED AS FROM 31 MARCH 2022

For SmartSupport subscribers enrolled as from 31 March 2022.

## 1. How you may be Eligible for the Services

- 1.1 In order to be eligible for the Services (as defined below), you must be an active subscriber of StarHub Mobile Pte Ltd's ("us", "we" or "our") SmartSupport device protection programme ("**SmartSupport**") and the international mobile equipment identity number ("**IMEI**") of your mobile device must be registered and active under SmartSupport. Additionally, your mobile device make and model must be suitable for the Services, as determined by us from time to time at our sole and absolute discretion.
- 1.2 Subject to these terms and conditions, NEW Asurion Singapore Pte Ltd ("**Asurion**"), as our appointed service provider, will carry out:
  - 1.2.1 a repair or replacement of the screen of your mobile device ("**Screen Repair**"); or
  - 1.2.2 a replacement of the battery of your mobile device ("**Battery Replacement**"); or
  - 1.2.3 a Screen Repair and a Battery Replacement, (each a "**Service**" and collectively the "**Services**") and, if any other repairs are required apart from the Screen Repair and/or the Battery Replacement, the Screen Repair and/or the Battery Replacement will not be carried out on your mobile device.

## 2. Scope of the Services

- 2.1 Upon receipt of your mobile device, the suitability of your mobile device will be assessed for the applicable Service or Services. We reserve the right not to proceed with the Service or Services for any reason, whether relating to make, model, age and/or condition of the device or otherwise. In such event, your mobile device will not be accepted for repair and/or the unrepaired mobile device will be returned to you with the Fee (as particularised in paragraph 7) refunded to you in full if you have paid for it.
- 2.2 Without prejudice to the generality of paragraph 2.1 above, the following mobile devices are not suitable for Battery Replacement, mobile devices:
  - 2.2.1 with a battery capacity of 80% or more (for iPhones), not graded as "bad" (for Samsung mobile devices) nor other Android operating devices with batteries which pass battery health status checks as may be indicated on screenrepair.starhub.com from time to time; and
  - 2.2.2 which have a battery that is bloated or swollen or is subject to (i) a recall by the manufacturer or (ii) a manufacturer's service program.
- 2.3 You acknowledge and agree that (a) a Screen Repair and/or (b) a Battery Replacement, as the case may be, may (i) contain parts that are not from the original manufacturer; and (ii) void or otherwise affect the relevant manufacturer's warranty coverage. You agree that we shall not be liable in connection with the same.
- 2.4 In the event that:
  - 2.4.1 only a Screen Repair is performed, Asurion will provide you with a 12-month warranty for any manufacturing malfunctions or defects in your mobile device (excluding, for the avoidance of doubt, battery degradation); or
  - 2.4.2 only a Battery Replacement is performed, Asurion will provide you with a 3-month warranty for any manufacturing malfunctions or defects in only the battery (as replaced) of your mobile device; or
  - 2.4.3 a Screen Repair and a Battery Replacement are performed, Asurion will provide you with:

- 2.4.3.1 a 3-month warranty for any manufacturing malfunctions or defects in only the battery (as replaced) with respect to the Battery Replacement; and
- 2.4.3.2 a 12-month warranty for any manufacturing malfunctions or defects in your mobile device excluding the battery with respect to the Screen Repair, of your mobile device

The warranty commences from the date of return of your mobile device to you. For the avoidance of doubt, the warranty by Asurion is not an extension of the relevant manufacturer's warranty coverage. We shall not be responsible for the fulfilment of the warranty by Asurion. You have no claim against us in relation to (i) any manufacturing malfunctions and/or defects; and/or (ii) performance or non-performance of the warranty.

### **3 Limits**

- 3.1 For Screen Repair, you may make 3 requests for a Screen Repair in any rolling 12 months period, with such period commencing from the time of your first request for a Screen Repair;
- 3.2 For Battery Replacement you may only make 1 request for Battery Replacement per mobile device; and
- 3.3 For a Screen Repair and Battery Replacement paragraph 3.1 applies with respect to Screen Repair component and paragraph 3.2 applies with respect to the Battery Replacement.

### **4 Acknowledgment**

- 4.1 You acknowledge that the Services are separate from SmartSupport. The Fee payable for the Services are in respect of the Services only and are not made in connection with your subscription to SmartSupport.

### **5 Privacy**

- 5.1 You have provided your consent for the collection, use or disclosure of your personal data in connection with the Services in accordance with our prevailing data protection policy.

### **6 Your Responsibilities**

- 6.1 Your mobile device (including the operating system and hardware) must not be modified in any manner. Prior to the handover of your mobile device for repair, you must:
  - 6.1.1 delete all user content and data from your mobile device. You acknowledge and accept that in carrying out the Screen Repair and/or Battery Replacement, all mobile device data and user content will be deleted and the mobile device will be reset to its factory default settings;
  - 6.1.2 disable all personal device locks (including FindMyiPhone) on your mobile device; and
  - 6.1.3 remove any accessories, stylus, SIM cards, SD cards or screen protectors from your mobile device and not provide any of these to us or Asurion.

### **7 Paying for the Service**

- 7.1 The fee for:
  - 7.1.1 Screen Repair is:
    - 7.1.1.1 S\$79.00 (inclusive of GST); or
    - 7.1.1.2 S\$299 (inclusive of GST) if the mobile device has a folding screen and had a recommended SGD retail price (as published by the mobile device manufacturer) greater than S\$2,300 (inclusive of GST) as at the date of launch in Singapore by StarHub.
  - 7.1.2 Battery Replacement is S\$79 (inclusive of GST); and
  - 7.1.3 Screen Repair and Battery Replacement fee is \$158 (inclusive of GST) or \$378 (inclusive of GST) if the mobile device has a folding screen,

(each a " **Fee**").

- 7.2 Your mobile device will be collected and returned to you at a mutually agreed location and time. You accept and acknowledge that the timing of the return of your mobile device is subject to the availability of

replacement parts and availability of our delivery personnel. Our delivery personnel will verify your identity at the time of collection and return of your mobile device and will seek your written acknowledgement and acceptance at both times. You may be charged an additional fee if you are not present when we attempt to collect your mobile device from you or at the time we attempt to return your mobile device to you at the indicated times. Access to the Services are available in Singapore only.

## **8 Liability**

8.1 We and Asurion shall not be liable for:

- 8.1.1 any loss of data and/or user content on your mobile device and any misuse of data and/or user content on your mobile device arising from your failure to delete the same;
- 8.1.2 any loss associated with timing for collection of your mobile device or return of your mobile device following a Screen Repair and/or Battery Replacement;
- 8.1.3 any damage sustained to your mobile device arising from the inspection and/or diagnostics of your mobile device or the Screen Repair and/or Battery Replacement generally;
- 8.1.4 any loss or damage to any accessory, stylus, SIM card or SD card; and
- 8.1.5 any damage sustained to your mobile device in transit from the time of collection from you until the return of the mobile device to you.

## **9 Changes to this Agreement**

These terms and conditions, the Service(s) and/or Fee may be revised by us from time to time and your use of the Service(s) shall constitute your acceptance of these terms and conditions and their revisions.

## **STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SCREEN REPAIR SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED BEFORE 31 MARCH 2022**

For SmartSupport subscribers enrolled before 31 March 2022, SmartSupport Lite and SmartSupport JumpPhone

### **1. How you may be Eligible for the service**

1.1 In order to be eligible for the Screen Repair service, you must be an active subscriber of StarHub Mobile Pte Ltd's ("us", "we" or "our") SmartSupport device protection programme ("**SmartSupport**") and the international mobile equipment identity number ("**IMEI**") of your mobile device must be registered and active under SmartSupport. Additionally, your mobile device make and model must be suitable for the Screen Repair service, as determined by us at our sole and absolute discretion from time to time.

1.2 Subject to these terms and conditions, NEW Asurion Singapore Pte Ltd ("**Asurion**"), as our appointed service provider, will carry out a repair or replacement of the screen of your mobile device ("**Screen Repair**") and, if any other repairs are required, the Screen Repair will not be carried out on your mobile device.

### **2. Scope of the service**

2.1 Upon receipt of your mobile device, the suitability of your mobile device will be assessed for Screen Repair. We reserve the right not to proceed with the Screen Repair for any reason, whether relating to make, model and/or condition of the device or otherwise. In such event, your mobile device will not be accepted for repair and/or the unrepaired mobile device will be returned to you with the Repair Fee (as defined below in paragraph 5.1) refunded to you in full if you have paid for it.

2.2 You acknowledge and agree that a Screen Repair (i) may contain parts that are not from the original manufacturer; and (ii) may void or otherwise affect the relevant manufacturer's warranty coverage. You agree that we shall not be liable in connection with the same.

2.3 In the event that:

2.3.1 a Screen Repair is performed and the mobile device returned to you before 11 August 2021, Asurion will provide you with a 3-month warranty for any manufacturing malfunctions or defects in only the screen (as repaired or replaced) of your mobile device; or

2.3.2 a Screen Repair is performed and the mobile device returned to you on or after 11 August 2021, Asurion will provide you with a 12-month warranty for any manufacturing malfunctions or defects in your mobile device (excluding, for the avoidance of doubt, battery degradation).

The warranty commences from the date of return of your mobile device to you. For the avoidance of doubt, the warranty by Asurion is not an extension of the relevant manufacturer's warranty coverage. We shall not be responsible for the fulfilment of the warranty by Asurion. You have no claim against us in relation to (i) any manufacturing malfunctions and/or defects; and/or (ii) performance or non-performance of the warranty.

2.4 You may only make 1 request for a Screen Repair in any rolling 12 months period, with such period commencing from the time of your first request for a Screen Repair.

2.5 You acknowledge that this Screen Repair service is separate from SmartSupport. The Repair Fee payable is in respect of the Screen Repair only and is not made in connection with your subscription to SmartSupport.

### **3. Privacy**

- 3.1 You have provided your consent for the collection, use or disclosure of your personal data in connection with the Screen Repair in accordance with our prevailing data protection policy.

### **4. Your Responsibilities**

- 4.1 Your mobile device (including the operating system and hardware) must not be modified in any manner. Prior to the handover of your mobile device for repair, you must:
- 4.1.1 delete all user content and data from your mobile device. You acknowledge and accept that in carrying out the Screen Repair, all mobile device data and user content will be deleted and the mobile device will be reset to its factory default settings;
  - 4.1.2 disable all personal device locks (including FindMyiPhone) on your mobile device; and
  - 4.1.3 remove any accessories, stylus, SIM cards, SD cards or screen protectors from your mobile device and not provide any of these to us or Asurion.

### **5. Paying for the Service**

- 5.1 The Screen Repair fee is:
- 5.1.1 S\$99.00 (inclusive of GST); or
  - 5.1.2 S\$299 (inclusive of GST) if the mobile device has a folding screen and had a recommended SGD retail price (as published by the mobile device manufacturer) greater than S\$2,300 (inclusive of GST) as at the date of launch in Singapore by StarHub. ("**Repair Fee**").
- 5.2 Your mobile device will be collected and returned to you at a mutually agreed location and time. You accept and acknowledge that the timing of the return of your mobile device is subject to the availability of replacement parts and availability of our delivery personnel. Our delivery personnel will verify your identity at the time of collection and return of your mobile device and will seek your written acknowledgement and acceptance at both times. You may be charged an additional fee if you are not present when we attempt to collect your mobile device from you or at the time we attempt to return your mobile device to you at the indicated times. Access to Screen Repair is available in Singapore only.

### **6. Liability**

- 6.1 We and Asurion shall not be liable for:
- 6.1.1 any loss of data and/or user content on your mobile device and any misuse of data and/or user content on your mobile device arising from your failure to delete the same;
  - 6.1.2 any loss associated with timing for collection of your mobile device or return of your mobile device following a Screen Repair;
  - 6.1.3 any damage sustained to your mobile device arising from the inspection and/or diagnostics of your mobile device or the Screen Repair service generally;
  - 6.1.4 any loss or damage to any accessory, stylus, SIM card or SD card; and
  - 6.1.5 any damage sustained to your mobile device in transit from the time of collection from you until the return of the mobile device to you.

### **7. Changes to this Agreement**

- 7.1 These terms and conditions, the service and/or price may be revised by us from time to time and your use of the service shall constitute your acceptance of these terms and conditions and their revisions.

