

# STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

## TABLE OF CONTENTS

1. STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS DEVICE REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED FROM 28 FEBRUARY 2025 .....	2
2. STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS DEVICE REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED FROM 17 OCTOBER 2024 TO 27 FEBRUARY 2025 .....	7
3. STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SCREEN REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED FROM 31 MARCH 2022 TO 16 OCTOBER 2024 .	12
4. STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SCREEN REPAIR SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED BEFORE 31 MARCH 2022 .....	15

# STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

## DEVICE REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED FROM 28 FEBRUARY 2025

### PART A: DEVICE REPAIR SERVICE

#### How you may be Eligible

1. You must:
  - a. be an active subscriber of StarHub Mobile Pte Ltd's ("**StarHub**") SmartSupport, SmartSupport Plus or SmartSupport Lite device care programme ("**Program**"); and
  - b. the international mobile equipment identity number ("**IMEI**") of your mobile device (including SIM enabled tablets) and serial number of your supplementary device(s) must be registered and active under the Program.

#### Scope of the Device Repair Service

2. Subject to these terms and conditions, NEW Asurion Singapore Pte Ltd ("**Asurion**"), as StarHub's appointed service provider, will carry out repair and/or replacement of the defective components within your mobile device and/or your supplementary device ("**Repair**" or "**Repair Service**" as applicable) provided that (i) the device is able to be powered on, (ii) has no water damage and (iii) is not subject to a manufacturer's recall. Asurion may appoint authorised service centres to carry out the Repair ("**Repair Centre**"). Additionally, your mobile device and/or supplementary device make and model must be suitable for the Repair Service, as determined by StarHub from time to time at StarHub's sole and absolute discretion. For the avoidance of doubt, this Repair Service shall not be available to supplementary devices which are headphones, ear phones, iPads and smartwatches.
3. If you are an active subscriber of SmartSupport or SmartSupport Plus, you may have
  - a. unlimited requests for a Repair in respect of your mobile device; and
  - b. two requests in total for a Repair in respect of all of your supplementary devices, for every twelve-month rolling period, with such period commencing from the time of your first request for a Repair.
4. If you are an active subscriber of SmartSupport Lite, you may have one request for a Repair in respect of your mobile device, for every twelve-month rolling period, with such period commencing from the time of your request for a Repair.
5. You can make a repair request via the repair portal that you may access at <https://smartsupport-repair.starhub.com>, after which you may:
  - a. have your device collected and returned to you at the indicated location and at the indicated time(s). If you select this option, you accept and acknowledge that the timing of the collection and return of your 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 device by requesting that the recipient present his or her Singapore NRIC, or foreigner identification being passport, work permit and certificate of residence ("**ID**") 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 device from you or at the time we attempt to return your mobile device to you at the indicated time(s). Upon collection, your mobile device will be delivered to the Repair Centre; or
  - b. where available, take your device to and collect your mobile device from the Repair Centre indicated and at the indicated time(s). If you select this option, the recipient must present his or her ID to the Repair Centre to verify his or her identity and your right to access a Repair.
6. Access to Repair is available in Singapore only.

7. Upon receipt of your device, the suitability of your mobile device will be assessed for Repair. We reserve the right not to proceed with the Repair for any reason, whether relating to make, model and/or condition of the device or otherwise. In such event, your device will not be accepted for repair and/or the unrepaired device will be returned to you with the Repair Fee refunded to you in full if you have paid for it.
8. Your Repair comes with a 12-month warranty for your mobile device and a 1- month warranty for your supplementary device only, as repaired or replaced, against manufacturer malfunctions that starts from the date of payment of the last Repair fee. You acknowledge and agree that a Repair may void or otherwise affect the relevant manufacturer’s warranty coverage. You agree that we shall not be liable in connection with the same.

**Paying for the Service**

9. The Repair fee is as follows:
  - a. in respect of mobile devices:

<b>Device Type</b>	<b>Repair Fee (inclusive of GST)</b>
All non-foldable devices	S\$ 129
Foldable devices with a recommended retail price (“ <b>Device RRP</b> ”) up to S\$2,000	
Foldable devices with Device RRP more than S\$2,000	S\$349

- b. in respect of supplementary devices:

<b>Tier (Device RRP)</b>	<b>Fees for supplementary devices (inclusive of GST)</b>
1a (above S\$0 to S\$250)	\$30
1b (above S\$250 to S\$500)	\$65
2 (above S\$500 to S\$1,000)	\$95
3 (above S\$1,000 to S\$1,500)	\$160
4 (above S\$1,500 to S\$2,000)	\$265
5 (above S\$2,000 to S\$3,000)	\$375
6 (above S\$3,000)	\$525

(collectively, the “**Repair Fee**”).

**Your Responsibilities**

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

**Privacy**

11. You have provided your consent for the collection, use or disclosure of your personal data in connection with the Repair in accordance with StarHub’s prevailing [data protection policy](#).

## Acknowledgment

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

## Liability

13. StarHub and Asurion shall not be liable for:
  - (a) any loss of data and/or user content on your device and any misuse of data and/or user content on your device arising from your failure to delete the same;
  - (b) any loss associated with timing for collection of your mobile device or return of your device following a Repair; and
  - (c) any loss or damage to any accessory, stylus, SIM card or SD card.

## Changes to this Agreement

14. These terms and conditions, the Service and/or Repair Fee may be revised from time to time and your use of the service shall constitute your acceptance of these terms and conditions and their revisions.

## PART B: BATTERY REPLACEMENT SERVICE

### How you may be Eligible for the Services

1. In order to be eligible for the Battery Replacement Service (as defined below), you must be an active subscriber of StarHub Mobile Pte Ltd's ("us", "we" or "our") SmartSupport and SmartSupport Plus device care 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. This Battery Replacement Service is not available to supplementary devices under the SmartSupport Plus program.
2. Subject to these terms and conditions, NEW Asurion Singapore Pte Ltd ("**Asurion**"), as our appointed service provider, will carry out a replacement of the battery of your mobile device ("**Battery Replacement**" or "**Battery Replacement Service**" depending on the context). If any other repairs are required apart from the Battery Replacement, the Battery Replacement will not be carried out on your mobile device.

### Scope of the Battery Replacement Service

3. Upon receipt of your mobile device, the suitability of your mobile device will be assessed for the applicable Battery Replacement Service. We reserve the right not to proceed with the Battery Replacement Service 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 Battery Replacement Fee (as particularised in paragraph 11) refunded to you in full if you have paid for it.
4. Without prejudice to the generality of paragraph 3 above, the following mobile devices are not suitable for Battery Replacement, mobile devices:
  - a. 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 <https://smartsupport-repair.starhub.com> from time to time; and
  - b. which have a battery that is bloated, swollen and / or leaking or is subject to (i) a recall by the manufacturer or (ii) a manufacturer's service program.

5. You acknowledge and agree that a Battery Replacement, as the case may be, may void or otherwise affect the relevant manufacturer's warranty coverage. You agree that we shall not be liable in connection with the same.
6. Asurion will provide you with a 12-month warranty for any manufacturing malfunctions or defects in only the battery (as replaced) of your mobile device. The warranty commences from the date of payment of the Battery Replacement Fee. 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.

### **Limits**

7. For Battery Replacement you may make unlimited requests for Battery Replacement per mobile device.

### **Acknowledgement**

8. You acknowledge that the Battery Replacement Service is separate from SmartSupport. The Battery Replacement Fee payable for the Battery Replacement Service is in respect of the Battery Replacement Service only and is not made in connection with your subscription to SmartSupport.

### **Privacy**

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

### **Your Responsibilities**

10. 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:
  - a. delete all user content and data from your mobile device. You acknowledge and accept that in carrying out the Battery Replacement, all mobile device data and user content will be deleted, and the mobile device will be reset to its factory default settings;
  - b. disable all personal device locks (including FindMyiPhone) on your mobile device; and
  - c. 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.

### **Paying for the Service**

11. The fee for Battery Replacement is S\$49 (inclusive of GST) ("**Battery Replacement Fee**").
12. 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.
13. Access to the Battery Replacement Service is available in Singapore only.

### **Liability**

14. We and Asurion shall not be liable for:
  - a. 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;

- b. any loss associated with timing for collection of your mobile device or return of your mobile device following a Battery Replacement; and
- c. any loss or damage to any accessory, stylus, SIM card or SD card.

**Changes to this Agreement**

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

## STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS

### DEVICE REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED FROM 17 OCTOBER 2024 TO 27 FEBRUARY 2025

#### PART A: DEVICE REPAIR SERVICE

##### How you may be Eligible

1. You must:
  - a. be an active subscriber of StarHub Mobile Pte Ltd's ("**StarHub**") SmartSupport or SmartSupport Plus device care programme ("**Program**"); and
  - b. the international mobile equipment identity number ("**IMEI**") of your mobile device (including SIM enabled tablets) and serial number of your supplementary device(s) must be registered and active under the Program.

##### Scope of the Device Repair Service

2. Subject to these terms and conditions, NEW Asurion Singapore Pte Ltd ("**Asurion**"), as StarHub's appointed service provider, will carry out repair and/or replacement of the defective components within your mobile device and/or your supplementary device ("**Repair**" or "**Repair Service**" as applicable) provided that (i) the device is able to be powered on, (ii) has no water damage and (iii) is not subject to a manufacturer's recall. Asurion may appoint authorised service centres to carry out the Repair ("**Repair Centre**"). Additionally, your mobile device and/or supplementary device make and model must be suitable for the Repair Service, as determined by StarHub from time to time at StarHub's sole and absolute discretion. For the avoidance of doubt, this Repair Service shall not be available to supplementary devices which are headphones, ear phones, iPads and smartwatches.
3. You may have:
  - a. unlimited requests for a Repair in respect of your mobile device; and
  - b. two requests in total for a Repair in respect of all of your supplementary devices, for every twelve-month rolling period, with such period commencing from the time of your first request for a Repair.
4. You can make a repair request via the repair portal that you may access at <https://smartsupport-repair.starhub.com>, after which you may:
  - a. have your device collected and returned to you at the indicated location and at the indicated time(s). If you select this option, you accept and acknowledge that the timing of the collection and return of your 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 device by requesting that the recipient present his or her Singapore NRIC, or foreigner identification being passport, work permit and certificate of residence ("**ID**") 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 device from you or at the time we attempt to return your mobile device to you at the indicated time(s). Upon collection, your mobile device will be delivered to the Repair Centre; or
  - b. where available, take your device to and collect your mobile device from the Repair Centre indicated and at the indicated time(s). If you select this option, the recipient must present his or her ID to the Repair Centre to verify his or her identity and your right to access a Repair.
5. Access to Repair is available in Singapore only.
6. Upon receipt of your device, the suitability of your mobile device will be assessed for Repair. We reserve the right not to proceed with the Repair for any reason, whether relating to make, model and/or

condition of the device or otherwise. In such event, your device will not be accepted for repair and/or the unrepaired device will be returned to you with the Repair Fee refunded to you in full if you have paid for it.

7. Your Repair comes with a 12-month warranty for your mobile device and a 1-month warranty for your supplementary device only, as repaired or replaced, against manufacturer malfunctions that starts from the date of payment of the last Repair fee. You acknowledge and agree that a Repair may void or otherwise affect the relevant manufacturer’s warranty coverage. You agree that we shall not be liable in connection with the same.

**Paying for the Service**

8. The Repair fee is as follows:

- a. in respect of mobile devices:

- All non-foldable devices: S\$ 129 inclusive of GST;
- Foldable devices with a recommended retail price (“**Device RRP**”) up to S\$2,000: S\$129 inclusive of GST;
- Foldable devices with Device RRP more than S\$2,000: S\$349 inclusive of GST;

- b. in respect of supplementary devices:

Tier (Device RRP)	Fees for supplementary devices (inclusive of GST)
1a (above S\$0 to S\$250)	\$30
1b (above S\$250 to S\$500)	\$65
2 (above S\$500 to S\$1,000)	\$95
3 (above S\$1,000 to S\$1,500)	\$160
4 (above S\$1,500 to S\$2,000)	\$265
5 (above S\$2,000 to S\$3,000)	\$375
6 (above S\$3,000)	\$525

(collectively, the “**Repair Fee**”).

**Your Responsibilities**

9. Your device (including the operating system and hardware) must not be modified in any manner. Prior to the handover of your device for repair, you must:
  - a. delete all user content and data from your device. You acknowledge and accept that in carrying out the Repair, all mobile device data and user content will be deleted and the device will be reset to its factory default settings;
  - b. disable all personal device locks (including FindMyiPhone) on your device; and
  - c. remove any accessories, stylus, SIM cards, SD cards or screen protectors from your device and must not provide any of these to us. **Privacy**
10. You have provided your consent for the collection, use or disclosure of your personal data in connection with the Repair in accordance with StarHub’s prevailing [data protection policy](#).



**Acknowledgment**

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

**Liability**

12. StarHub and Asurion shall not be liable for:
  - (d) any loss of data and/or user content on your device and any misuse of data and/or user content on your device arising from your failure to delete the same;
  - (e) any loss associated with timing for collection of your mobile device or return of your device following a Repair; and
  - (f) any loss or damage to any accessory, stylus, SIM card or SD card.

**Changes to this Agreement**

13. These terms and conditions, the Service and/or Repair Fee may be revised from time to time and your use of the service shall constitute your acceptance of these terms and conditions and their revisions.

## PART B: BATTERY REPLACEMENT SERVICE

### How you may be Eligible for the Services

1. In order to be eligible for the Battery Replacement Service (as defined below), you must be an active subscriber of StarHub Mobile Pte Ltd's ("us", "we" or "our") SmartSupport and SmartSupport Plus device care 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. This Battery Replacement Service is not available to supplementary devices under the SmartSupport Plus program.
2. Subject to these terms and conditions, NEW Asurion Singapore Pte Ltd ("**Asurion**"), as our appointed service provider, will carry out a replacement of the battery of your mobile device ("**Battery Replacement**" or "**Battery Replacement Service**" depending on the context). If any other repairs are required apart from the Battery Replacement, the Battery Replacement will not be carried out on your mobile device.

### Scope of the Battery Replacement Service

3. Upon receipt of your mobile device, the suitability of your mobile device will be assessed for the applicable Battery Replacement Service. We reserve the right not to proceed with the Battery Replacement Service 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 Battery Replacement Fee (as particularised in paragraph 11) refunded to you in full if you have paid for it.
4. Without prejudice to the generality of paragraph 3 above, the following mobile devices are not suitable for Battery Replacement, mobile devices:
  - a. 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 <https://smartsupport-repair.starhub.com> from time to time; and
  - b. which have a battery that is bloated, swollen and / or leaking or is subject to (i) a recall by the manufacturer or (ii) a manufacturer's service program.
5. You acknowledge and agree that a Battery Replacement, as the case may be, may void or otherwise affect the relevant manufacturer's warranty coverage. You agree that we shall not be liable in connection with the same.
6. Asurion will provide you with a 12-month warranty for any manufacturing malfunctions or defects in only the battery (as replaced) of your mobile device. The warranty commences from the date of payment of the Battery Replacement Fee. 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.

### Limits

7. For Battery Replacement you may make unlimited requests for Battery Replacement per mobile device.

### Acknowledgement

8. You acknowledge that the Battery Replacement Service is separate from SmartSupport. The Battery Replacement Fee payable for the Battery Replacement Service is in respect of the Battery Replacement Service only and is not made in connection with your subscription to SmartSupport.

## Privacy

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

## Your Responsibilities

10. 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:
  - a. delete all user content and data from your mobile device. You acknowledge and accept that in carrying out the Battery Replacement, all mobile device data and user content will be deleted, and the mobile device will be reset to its factory default settings;
  - b. disable all personal device locks (including FindMyiPhone) on your mobile device; and
  - c. 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.

## Paying for the Service

11. The fee for Battery Replacement is S\$49 (inclusive of GST) ("**Battery Replacement Fee**").
12. 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.
13. Access to the Battery Replacement Service is available in Singapore only.

## Liability

14. We and Asurion shall not be liable for:
  - a. 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;
  - b. any loss associated with timing for collection of your mobile device or return of your mobile device following a Battery Replacement; and
  - c. any loss or damage to any accessory, stylus, SIM card or SD card.

## Changes to this Agreement

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

# STARHUB'S SERVICE SPECIFIC TERMS & CONDITIONS SCREEN REPAIR AND BATTERY REPLACEMENT SERVICE FOR SMARTSUPPORT SUBSCRIBERS ENROLLED FROM 31 MARCH 2022 TO 16 OCTOBER 2024

For SmartSupport subscribers enrolled from 31 March 2022 to 16 October 2024.

## 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](https://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.