

TERMS & CONDITIONS FOR MOBILE DEVICES ENROLLED IN THE IPHONE 17 TRADE-IN VALUE GUARANTEE WITH SMARTSUPPORT PROGRAM FROM 19 SEPTEMBER 2025 to 31 DECEMBER 2025 (FOR IPHONE 17 CUSTOMERS ONLY)

1. TERMS, ACCEPTANCE AND INTERPRETATION

- 1.1 These terms and conditions (**Terms**) set out the agreement between you and **StarHub** (the **Agreement**) in relation to your purchase of the **Services** and use of SmartSupport (the **Program**).
- 1.2 You acknowledge that you have read and fully understood these **Terms**. Your use of the **Services**, upon the **Start Date**, constitutes unconditional acceptance to be bound by these **Terms** as may be amended from time to time.
- 1.3 Words and phrases which appear in bold are defined in the context which they appear or in the definition clause 15 below.
- 1.4 A reference to “you” and “your” means the customer who seeks to enrol or has enrolled for the **Services**.

2. SERVICE DESCRIPTION AND PROGRAM

- 2.1 With SmartSupport, you may request for:
 - (a) a **Like Mobile Device** in exchange for your **Registered Device** (a **Swap**) or a **Device Refresh** if your **Registered Device** is in your possession; or
 - (b) a **Like Mobile Device** if your **Registered Device** is not in your possession (a **Replacement**); and
 - (c) access to **Support Services** via the **SmartSupport Portal**, (together the **SmartSupport Program**).
- 2.2 You also have the ability during the **Upgrade Period** to return your **Registered Device** to StarHub (“**Upgrade**”) in exchange for the Trade-in Value (defined below) (the “**Upgrade Service**”).
- 2.3 **StarHub** reserves the right to suspend or discontinue the **Services** or any part of or all the **Programs** or modify the **Services** or **Program** at any time at its sole discretion.

3. ENROLMENT

- 3.1 *Eligibility Criteria* – In order to apply for enrolment for the **Services**, you must
 - 3.1.1 Purchase an iPhone 17 from **StarHub** no later than by 31 December 2025 (“**Eligible Device**”);
 - 3.1.2 not be in default of any payment obligations owed to **StarHub**;
 - 3.1.3 ensure that your **Eligible Device** is:
 - (a) be owned by you;
 - (b) not be subject to any third party interests;
 - (c) not be reported as lost or stolen with the Singapore Police Force;
 - (d) not have undergone any **Modifications** and/or non-original build set-up unauthorised by the **Device OEM**; and
 - (e) be licensed for use in Singapore.
- 3.2 *Time of application* – You must make your application at the time you purchase your **Eligible Device**.
- 3.3 *Acceptance and rejection* – Unless **StarHub** notifies you within 7 days of your

application by email, telephone or SMS that your application has been unsuccessful, you will be enrolled for your **Program** from the date of your application (which will be the **Start Date** of the **Services**). Your application will be unsuccessful: (i) if any of the eligibility criteria in clause 3.1 is not met; (ii) if you have previously been rejected or terminated from the **Services** or service similar to the **Services**; or (iii) for any other reasons in **StarHub**'s sole discretion. No refunds will be made for unsuccessful applications.

3.4 *Enrolment conditions*

3.4.1 You may enrol in SmartSupport with one **Eligible Device** per mobile phone number.

3.4.2 You may apply to register multiple **Eligible Devices** for the **Program** (each with a separate **Agreement** and mobile phone number) but you must pay the applicable **Monthly Fee** for each **Eligible Device**.

3.4.3 You must present your Proof of Purchase if requested by **StarHub**.

4. **PAYING FOR THE SERVICES**

4.1 *Monthly Fee*

4.1.1 You will pay the monthly fee set out in the table below via your **StarHub** monthly bill (**Monthly Fee**):

Program	SmartSupport
Monthly Fee (inclusive of GST)	\$14.26

4.1.2 Your **Subscription** will:

- (a) start on **Start Date** and will continue for the calendar month of activation; and
- (b) be automatically renewed for successive periods of one (1) calendar month each unless terminated in accordance with these Terms.

4.1.3 You can pay for the **Services** via recurring payment through acceptable **Credit Card** or **Debit Card**, wallet credits or other payment method that **StarHub** may choose to make available (each a **Payment Method**).

4.1.4 If **StarHub** does not receive payment via the **Payment Method** or is unable to make the deduction or settlement with the relevant bank within 7 days of due date for any reason whatsoever, you will be deemed to be in breach of your payment obligations under these **Terms** and **StarHub** will be entitled to terminate your **Subscription** without notice and liability.

4.2 *Service Fee*

4.2.1 For each **Service Request** for a **Swap**, **Device Refresh** or **Replacement** permitted under these **Terms** you will pay as applicable:

- (a) the **Swap Fee** if the **Registered Device** is in your possession and you request a **Swap**; or
- (b) the **Device Refresh Fee** if the **Registered Device** is in your possession and you request a **Device Refresh**; or

- (c) the **Replacement Fee** if the **Registered Device** is not in your possession and you request a **Replacement**.

4.2.2 The applicable **Service Fee** is based on the **Tier** set out in the tables below applicable for your **Registered Device**.

- (a) Swap Fee for a Like Mobile Device
Eligible Device:

Tier (Device RRP)	Swap Fee for a Like Mobile Device (inclusive of GST)
1 (above S\$0 to S\$500)	\$80
2 (above S\$500 to S\$1,000)	\$150
3 (above S\$1,000 to S\$1,500)	\$170
4 (above S\$1,500 to S\$2,000)	\$250
5 (non foldable devices above S\$2,000 and foldable devices to S\$2,000)	\$280
6 (foldable devices above S\$2,000)*	\$500

*For foldable devices only.

Device RRP is the undiscounted S\$ retail price of your **Device** (including GST) on the date the **Device** was launched by the **Device OEM** in Singapore.

All fees are quoted in S\$ unless otherwise specified.

- (b) **Device Refresh Fee (Eligible Device only)**

Device type / Device RRP	Device Refresh Fee (inclusive of GST)
Non-foldable/non-flip devices	\$79
Foldable/flip devices with RRP up to S\$2,000	\$79
Foldable/flip devices with RRP above S\$2,000	\$299

- (c) **Replacement Fee for a Like Mobile Device (Eligible Device only)**

Tier (Device RRP)	Replacement Fee (inclusive of GST)
1 (above S\$0 to S\$500)	\$220
2 (above S\$500 to S\$1,000)	\$500
3 (above S\$1,000 to S\$1,500)	\$550
4 (above S\$1,500 to S\$2,000)	\$680

5 (non-foldable devices above S\$2,000 and foldable devices up to S\$2,000)	\$850
6 (foldable devices above S\$2,000)*	\$1,000

**For foldable devices only.*

Device RRP is the undiscounted S\$ retail price of your **Device** (including **GST**) on the date the **Device** was launched by the **Device OEM** in Singapore.

All fees are quoted in S\$ unless otherwise specified.

4.3 Incorrect Device - In the event that the **Device** claimed to be the **Registered Device** for the purpose of a:

4.3.1 Swap is not the **Registered Device**, you must pay the **Replacement Fee**; or

4.3.2 Device Refresh is not the **Registered Device**, the **Device Refresh** will not be performed.

4.4 GST – Unless otherwise specified, all charges including **Service Fees** set out in this clause 4 and throughout these **Terms** are inclusive of GST at the current rate of 9%. In the event of a change to the rate of GST, **StarHub** reserves its right to adjust the charges (including **Fees**) and prices accordingly.

5. SERVICE REQUEST

5.1 You may make a **Service Request** via the **SmartSupport Portal**. You cannot make a **Service Request** at a **Retail Store**.

5.2 Your **Service Request** will only be accepted if:

5.2.1 the **IMEI** of the **Registered Device**, subscriber's name, mobile phone number and **National ID** under which the account is active are correct and correspond with the information given by you to **StarHub**;

5.2.2 your **Subscription** remains active as at the time of the **Service Request** and your **Registered Device** was active on the **Network** before the time of the **Service Request**;

5.2.3 all outstanding **Monthly Fees** under this **Agreement** are paid on their due dates;

5.2.4 you provide any additional information reasonably requested by **StarHub** including in the form of a signed confirmation or acknowledgment;

5.2.5 you are within the **Limit** as set out in clause 5.3 below;

5.2.6 **StarHub** has no reasonable belief that you have transferred, retailed, sold, or hired your **Registered Device** to another person;

5.2.7 the **Service Request** is not for a **Device Accessory**;

5.2.8 the **Registered Device** has not been the subject of **Modification**;

5.2.9 **StarHub** reasonably believes that you are not using the **Service** in a manner which is, or is reasonably believed to be, (i) fraudulent, illegal or related to any criminal activity, or (ii) intended to make a

commercial gain; and

5.2.10 your **Eligible Device** has been successfully registered pursuant to clause 3 above.

5.3 You may make the following **Service Requests** in any rolling 12-month period (your **Limit**):

	Limit
SmartSupport	<ul style="list-style-type: none">• an unlimited number of Swap;• an unlimited number of Device Refresh; and• one (1) Replacement

5.4 *Information* - When you make a **Service Request**, you are not required to establish that your **Registered Device** is broken, lost, stolen, damaged or that any analogous event has occurred. **StarHub** may, however, ask about the condition of the **Registered Device** for informational purposes so that it can best facilitate your **Service Request**. For a **Replacement**, **StarHub** will send you a new **SIM** card after receipt of your request.

5.5 *Like Mobile Device* – At the time of the **Service Request**, **StarHub** will indicate to you the **Device** it will provide as a **Like Mobile Device** as a **Swap** or a **Replacement**. For the avoidance of doubt, **StarHub** will be deemed to have discharged its obligation to provide a **Like Mobile Device** to you as long as **StarHub** offers you a **Like Mobile Device**, in accordance with these **Terms**.

5.5.1 If you do not wish to accept the **Like Mobile Device** offered because of the colour when you are offered the same make and model as your **Registered Device**, your **Service Request** will be cancelled without further reference to you and **StarHub** will not be liable to you for your own decision to decline the offered **Like Mobile Device**.

5.5.2 If you do not wish to accept the **Like Mobile Device** offered for any reason not being colour, **StarHub** may (though not legally obliged to do so) in its sole discretion and on a goodwill basis, offer you the option to wait for up to 30 days (**Goodwill Period**) for **StarHub** to offer you another **Like Mobile Device** (**Second Like Mobile Device**).

5.5.3 **StarHub** will contact you before expiry of the **Goodwill Period** to offer the **Second Like Mobile Device**. In the event that you do not wish to accept the **Second Like Mobile Device** for any reason, **StarHub** will have no further obligation in relation to the goodwill offer. Your **Service Request** will be cancelled without further reference to you and **StarHub** will not be liable to you for your own decision to decline the **Second Like Mobile Device**.

6. UPGRADE SERVICE

6.1 You are under no obligation to use the **Upgrade Service**.

6.2 *Upgrade Period* – You may only make a request to upgrade your Eligible Device ("**Upgrade Request**"):

6.2.1 From 1 January 2026 to 31 December 2026 ("**2026 Eligibility Period**"); or

6.2.2 From 1 January 2027 to 31 December 2027 ("**2027 Eligibility**

Period”).

- 6.3 The day on which **StarHub** confirms to you that your **Upgrade Request** is accepted is the **Upgrade Date** and the time your **Upgrade Request** is accepted is the **Upgrade Time**.
- 6.4 **Return of Registered Device** – You must arrange for your **Registered Device** to be returned to **StarHub** within 10 days of the **Upgrade Date** via the **SmartSupport Portal**.
- 6.4.1 You must arrange via the **SmartSupport Portal** for:
- (a) a **Courier** to collect the **Registered Device** from your registered or billing address on (i) the main island of Singapore; or (ii) Sentosa (“**Collection**”); or
 - (b) you to drop-off the **Registered Device** at an **Authorised Centre** (“**Drop-Off**”).
- 6.4.2 **Preparation** - You must turn off all personal lock security features before returning such **Registered Device** via the **Courier** or drop-off at **Authorised Centres**.
- 6.5 **Title and rights** - Title in and any rights to the **Registered Device** shall be transferred to **StarHub** or its appointed service provider as of the **Upgrade Time**. You hereby assign to **StarHub** or its appointed service provider all associated rights and benefits of any **OEM’s** warranty. You shall not transfer, sell, hire or otherwise deal with the **Registered Device** in a manner that is not consistent with the ownership rights of **StarHub** or its appointed service provider.
- 6.6 **Trade-in Value** – You are eligible to receive at least (i) 50% of the **Device RRP** of your **Registered Device** (“**50% Trade-in Value**”) or (ii) 30% of the **Device RRP** of your **Registered Device** (“**30% Trade-in Value**”) (collectively, the “**Trade-in Value**”) in either of the following ways, at our discretion: (a) paid out directly into a bank account of your choice subject to the eligibility conditions set out below in paragraph 6.7 (“**Cash Payout**”); or (b) paid out as **StarHub** credits which shall only be used towards the payment of a new Mobile Device from **StarHub** during the 12-month period commencing from the date of our written confirmation that you will receive the relevant Trade-in Value, subject to the eligibility conditions set out below in paragraph 6.8 (“**StarHub Credit Payout**”).
- 6.7 **Eligibility Conditions for Cash Payout** – You are eligible for a Cash Payout of the Trade-in Value if:
- 6.7.1 the date of the **Upgrade Request** is within the **Upgrade Period**;
 - 6.7.2 you have paid all outstanding fees owed to **StarHub** (if any) or its appointed service provider **Asurion**;
 - 6.7.3 you do not have a **Service Request** pending or unfulfilled;
 - 6.7.4 your **Subscription** is active from the time of enrolment up to the time your **Upgrade Request** is accepted;
 - 6.7.5 you have provided all additional information reasonably requested

by **StarHub** or **Asurion**;

- 6.7.6 you return your **Registered Device** to **StarHub** in accordance with paragraph 6.5 above within the **2026 Eligibility Period** (making you eligible to receive the **50% Trade-in Value**) or **2027 Eligibility Period** (making you eligible to receive the **30% Trade-in Value**);
- 6.7.7 the device you present either to our **Courier** or at our **Authorised Centre** is verified to be the same as the **Registered Device** (by comparing the **IMEI**);
- 6.7.8 you have purchased a Mobile Device from StarHub on or after 1 January 2026, and provided to **StarHub** or **Asurion** proof of purchase of such **Mobile Device**;
- 6.7.9 the **Registered Device** is not the subject of any **Modification**;
- 6.7.10 the **Registered Device** has not been reported as lost or stolen with the Singapore Police Force;
- 6.7.11 all activation and device locking features such as 'Find My iPhone' or other such features like device pairing on the **Registered Device** have been disabled; and
- 6.7.12 the **Registered Device** is in **Good Working Condition**, and if the **Registered Device** is not in **Good Working Condition**, you must pay the **Non-Good Working Condition Fee** set out in paragraph 6.9 below to **StarHub** or its appointed service provider.

6.8 *Eligibility Conditions for StarHub Credit Payout* – You are eligible for StarHub Credit Payout of the Trade-in Value if:

- 6.8.1 the date of the **Upgrade Request** is within the **Upgrade Period**;
- 6.8.2 you have paid all outstanding fees owed to **StarHub** (if any) or its appointed service provider **Asurion**;
- 6.8.3 you do not have a **Service Request** pending or unfulfilled;
- 6.8.4 your **Subscription** is active from the time of enrolment up to the time your **Upgrade Request** is accepted;
- 6.8.5 you have provided all additional information reasonably requested by **StarHub** or **Asurion**;
- 6.8.6 you return your **Registered Device** to **StarHub** in accordance with paragraph 6.5 above within the **2026 Eligibility Period** (making you eligible to receive the **50% Trade-in Value**) or **2027 Eligibility Period** (making you eligible to receive the **30% Trade-in Value**);
- 6.8.7 the device you present either to our **Courier** or at our **Authorised Centre** is verified to be the same as the **Registered Device** (by comparing the **IMEI**);
- 6.8.8 the **Registered Device** is not the subject of any **Modification**;
- 6.8.9 the **Registered Device** has not been reported as lost or stolen with the Singapore Police Force;
- 6.8.10 all activation and device locking features such as 'Find My iPhone' or other such features like device pairing on the **Registered Device** have been disabled; and
- 6.8.11 the **Registered Device** is in **Good Working Condition**, and if the **Registered Device** is not in **Good Working Condition**, you must pay the **Non-Good Working Condition Fee** set out in paragraph 6.9 below to **StarHub** or its appointed service provider.

6.9 **Non-Good Working Condition Fee** – If you indicate via the **SmartSupport**

Portal that the **Registered Device** is not in **Good Working Condition** in the process of making an **Upgrade Request**, or if **StarHub** or its appointed service provider discovers that the **Registered Device** is not in **Good Working Condition** following your return of the **Registered Device** to **StarHub**, we will deduct a fee of \$280 ("**Non-Good Working Condition Fee**") from the **Trade-in Value** that you are eligible to receive.

- 6.10 *Data left on **Eligible Device*** – You shall be solely responsible for all data stored in your **Eligible Device** and you shall delete all data from the **Eligible Device** before its collection by **StarHub**. **StarHub** is not responsible for any data left or remaining on the **Eligible Device** and will not transfer any such data or information between the **Eligible Device** and any other **Mobile Device**. Such data left or remaining on the **Eligible Device** or transfer of any data or information off the **Registered Device**, if done by **StarHub** at your request, will be done entirely at your own risk and without liability on **StarHub's** part. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, you agree not to hold **StarHub** responsible or liable for any such damage to you.

7. SWAP, DEVICE REFRESH, OR REPLACEMENT

7.1 Swap, Replacement

- 7.1.1 *Preparation* - You must turn off any personal lock security feature before returning such **Registered Device** via the **Courier**.
- 7.1.2 *Title and rights* - Title in and any rights to the **Registered Device** shall be transferred to **StarHub** or its appointed service provider on the **Acceptance Date** of your **Service Request** relating to that **Registered Device**. You hereby assign to **StarHub** or its appointed service provider all associated rights and benefits of any **OEM's** warranty. You shall not transfer, sell, hire or otherwise deal with the **Registered Device** in a manner that is not consistent with the ownership rights of **StarHub** or its appointed service provider.
- 7.1.3 *StarHub actions* – **StarHub**, or its appointed service provider, as the owner of the previous **Registered Device**, may (i) register the **IMEI** of the previous **Registered Device** with the Singapore Police Force and any other relevant law enforcement authorities; and (ii) take any other action consistent with ownership of the previous **Registered Device** that **StarHub** or its appointed service provider deems necessary including informing the Singapore Police Force and any other relevant law enforcement authorities to assist in recovery of the previous **Registered Device**.
- 7.1.4 *Data left on **Device** and transfer* – unless clause 8.7 applies, you shall be solely responsible for all data stored in your **Registered Device** and you shall delete all data from the **Registered Device** before its collection by **StarHub**. **StarHub** is not responsible for any data left or remaining on the **Registered Device** and will not transfer any such data or information between the **Registered Device** and the **Like Mobile Device**. Such data left or remaining on the **Registered Device** or transfer of any data or information off the **Registered Device**, if done by **StarHub** at your request, will be done entirely at your own risk and

without liability on **StarHub's** part. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, you agree not to hold **StarHub** responsible or liable for any such damage to you.

7.1.5 *Service Fee* – The **Service Fee** will be payable to **Asurion**, as **StarHub's** appointed service provider, for the collection of **Service Fee** by **Credit Card** or **Debit Card** via the **SmartSupport Portal** at the time of your **Service Request** or by any other payment method that **StarHub** may choose to make available.

7.1.6 *No representation or warranty* – To the fullest extent allowed by the law, **StarHub** does not give any assurances, guarantees or warranties, either express or implied that any **Like Mobile Device** will be identical, of the same colour or offer the same functionalities as your **Registered Device**.

7.2 **Device Refresh**

7.2.1 *Eligibility* - A **Registered Device** qualifies for a **Device Refresh** on the condition that the screen can be replaced without requiring any other component to be replaced or serviced. If the replacement of the screen requires any other component to be repaired or serviced, or the screen of the **Registered Device** cannot be replaced without other parts being repaired or serviced, the **Registered Device** does not qualify for a **Device Refresh**, in which case you may choose for the **Registered Device** to be returned or proceed with a **Swap**.

7.2.2 *Preparation* - You must turn off any personal lock security feature before returning such **Registered Device** via the **Courier**.

7.2.3 *Data left on Device and transfer* – You shall be solely responsible for all data stored in your **Registered Device** and you shall delete all data from the **Registered Device** before its collection by **StarHub**. **StarHub** is not responsible for any data left or remaining on the **Registered Device**. Any such data left or remaining on the **Registered Device** or transfer of any data or information off the **Registered Device**, if done by **StarHub** at your request, will be done entirely at your own risk and without liability on **StarHub's** part. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, you agree not to hold **StarHub** responsible or liable for any such damage to you.

7.2.4 *Service Fee* – The **Service Fee** will be payable to **Asurion**, as **StarHub's** appointed service provider, for the collection of **Service Fee** by **Credit Card** or **Debit Card** via the **SmartSupport Portal** at the time of your **Service Request** or by any other payment method that **StarHub** may choose to make available.

7.2.5 *No representation or warranty* – To the fullest extent allowed by the law, **StarHub** does not give any assurances, guarantees or warranties, either express or implied, about the performance of a **Device Refresh**.

8. **DELIVERY**

8.1 *Address in Singapore* – Save for (i) walk-in collection pursuant to clause 8.2.1(b) or 8.2.2(b) and (ii) international delivery pursuant to clause 8.4:

- 8.1.1 for a **Swap**, the delivery of a **Like Mobile Device**; or
- 8.1.2 for a **Replacement**, the delivery of a **Like Mobile Device**; or
- 8.1.3 the pick-up or return delivery of your **Registered Device** under a **Device Refresh**;

8.2 must be to your registered or billing address on (i) the main island of Singapore; or (ii) Sentosa; or (iii) Jurong Island and the outlying islands of Singapore. **StarHub** will not: (i) pick-up or deliver a **Registered Device** or (ii) deliver a **Like Mobile Device**, to a post office box, MRT station, shopping centre, car park or any other public place. Where a pick-up or delivery is to Jurong Island or the outlying islands of Singapore, you will be responsible for obtaining all necessary security clearances for the pick-up or delivery.

Timings –

8.2.1 For a **Swap** or **Replacement**:

- (a) the delivery of a **Like Mobile Device** will be via **Courier**. Delivery times for the main island of Singapore and Sentosa will be as per the times set out in the table below subject to any extensions as may be required for (i) **Force Majeure** events; (ii) where the **Courier** delays such delivery; or (iii) where **StarHub** deems it necessary to perform additional verifications relating to your **Service Request**. The **SmartSupport Portal** will indicate the time frame for deliveries to Jurong Island and the outlying islands of Singapore.

For Eligible Devices:

Acceptance Time	Delivery time*#
09:00 to 17:00	Within 2 hours of the Acceptance Time
17:01 to 08:59	By 11:00 on the next day

NOTE:

* Where you make a **Service Request** before 14:00, you may request a same day delivery from 20:00 to 22:00 for an additional fee of \$45 (including GST) per delivery attempt.

If clause 5.5.2 applies, then the delivery times set out above will not apply to your **Service Request**.

- (b) if you choose to walk-in to collect a **Like Mobile Device**, you must make an appointment via the **SmartSupport Portal**. **StarHub** has the right to perform any additional verifications relating to your **Service Request**. You may make an appointment at the following times:

Acceptance Time	Pick-up time*#
09:00 to 17:00	1 hour of the Acceptance Time

17:01 to 08:59

By 10:00 on the next day

8.2.2 For a **Device Refresh**, you must make an appointment via the **SmartSupport Portal** and you must select for your **Registered Device** to be either:

- (a) picked-up and returned by the **Courier**. Pick-up and return times for the main island of Singapore and Sentosa will be as per the times set out in the table below subject to any extensions as may be required for (i) **Force Majeure** events; (ii) where the **Courier** delays such pick-up or delivery; or (iii) where **StarHub** deems it necessary to perform additional verifications relating to your **Service Request**. The **SmartSupport Portal** will indicate the time frame for pick-ups and deliveries to Jurong Island and the outlying islands of Singapore.

Acceptance Time**	Earliest Pick-Up Time Slot	Earliest Return Time*
Before 9am, Monday to Thursday	Before 2pm	Next day 2pm to 6pm, Monday to Friday
9am to 2pm, Monday to Thursday	2pm to 6pm	2 days later 2pm to 6pm, Monday to Friday
Before 8am, Friday	Before 12pm	Next day 2pm to 6pm, Saturday
8am to 2pm, Friday	2pm to 6pm	2 days later 2pm to 6pm, Sunday
There is no pick-up service on Saturdays, Sundays and public holidays. Please refer to the latest schedule provided at the point of your Service Request submission.		

** This refers to Apple and Samsung Mobile Devices only. Separate fulfilment timings will apply for non-Apple and non-Samsung Mobile Devices, which will be provided to you by the SmartSupport Portal when you make a Service*

Request. Please also note that fulfilment timings may change from time to time depending on parts availability and/or stock availability of devices.

*** This refers to the time when your Service Request is accepted via the SmartSupport Portal.*

- (b) dropped off by you at **Authorised Centres** at the timing indicated by the **SmartSupport Portal**:

Request Acceptance Time	Time Slot
Monday – Saturday (excluding public holidays)	9:00am to 5:00pm Drop off on same day

- 8.3 **Costs** – Pick-ups from and deliveries to an address in Singapore will be made at no charge to you except that any deliveries: (i) after a failed attempt to deliver to you; or (ii) scheduled for a same day delivery after 20:00, if offered by **StarHub**, will be subject to a surcharge of \$45 (including GST) per delivery to be paid by you in advance by **Credit Card** or **Debit Card**.
- 8.4 **International delivery** – You may only make a **Service Request** for a **Swap** for delivery to a location outside of Singapore in respect of your **Eligible Device**, and such **Service Request** will be deemed to be a **Service Request** for a **Replacement** and the following conditions apply:
- 8.4.1 a **Like Mobile Device** will be delivered to you by **Courier** at your cost and subject to delivery time periods and other limitations and applicable restrictions as determined by the **Courier** engaged to make such international delivery. You must pay such delivery costs by **Credit Card** or **Debit Card** at the time of your **Service Request**. In the unlikely event that the **Courier** fails to make such international delivery to you, **Asurion** will refund the applicable **Replacement Fee** by your original method of payment within 30 days of **Asurion** being informed of the **Courier's** failure to make such delivery; and
- 8.4.2 upon a **Like Mobile Device** being delivered to you and upon your return to Singapore, you may arrange the return of your **Registered Device** within 14 days of your return to Singapore via the **SmartSupport Portal**. If you arrange a return via the **SmartSupport Portal**, a **Courier** will be arranged to collect your **Registered Device** in accordance with the timescales indicated on the **SmartSupport Portal**. **Asurion** will then refund the difference between the **Replacement Fee** and the **Swap Fee** by your original method of payment within 30 days upon **Asurion's** verification that the **Registered Device** was returned. No refund will be provided if the **Device** collected was not the **Registered Device** and you will then be informed of the time and location at and from which you may collect your **Device**.
- 8.5 The **Like Mobile Device** will not be delivered in its original packaging.
- 8.6 **Delivery formalities** – In order to complete the **Service Request**, the **Courier**
- (a) picking-up and delivering your **Registered Device** for a **Device Refresh** or
- (b) delivering the (i) **Like Mobile Device** for a **Swap** or a (ii) **Like Mobile**

Device for a Replacement, or (c) picking-up your Registered Device for an Upgrade:

- 8.6.1 will ask for and verify the same **National ID** you provided when enrolling for your **Program**;
- 8.6.2 in the case of a **Swap, Device Refresh or Upgrade**:
 - (a) will verify that the **Device** you are presenting is the same as the **Registered Device** (by comparing the make, model and **IMEI** of the **Registered Device** against that of the **Device** you present) and collect the **Registered Device** from you (**Original Registered Device**); and
 - (b) may inspect the **Registered Device** to see if there is any **Modification**;
- 8.6.3 will deliver the **Like Mobile Device (Delivered Device)** to you alone (and no proxy will be accepted); and
- 8.6.4 will pick-up or deliver your **Registered Device** for a **Device Refresh** to you alone (and no proxy will be accepted).
- 8.7 *Data transfer service* – for a **Service Request** for a **Swap** in respect for an Eligible Device, a data transfer service may be made available to you. If available, you may request for this data transfer service on the **SmartSupport Portal** to be performed at the time of delivery of the **Like Mobile Device** or walk-in to the indicated Authorised Centre on the **SmartSupport Portal**. This data transfer service is:
 - 8.7.1 *provided* at no cost to you if the data transfer service is performed at the service centre or for a cost of \$65 (including GST) for the first 60 minutes from the arrival of the **Courier** and an additional \$35 (including GST) for each subsequent 30 minutes thereafter if it is performed at your indicated address;
 - 8.7.2 limited to a maximum time of 120 minutes from the arrival of the **Courier**;
 - 8.7.3 *limited* to transfer from the **Original Registered Device** to the **Delivered Device**,

and in the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information arising out of the data transfer service, you agree not to hold **StarHub** responsible or liable for any such damage to you.
- 8.8 As of *the* time of delivery for a **Swap** or a **Replacement**, you acknowledge that:
 - 8.8.1 the **Delivered Device** becomes your **Registered Device**;
 - 8.8.2 the **Delivered Device** is sufficient consideration for you to transfer ownership of the previous **Registered Device** and you have relinquished all rights in the previous **Registered Device**; and
 - 8.8.3 if a **Swap**, **StarHub** will not return the **Original Registered Device** to you.
- 8.9 *Incorrect Device* – In the case of a **Swap** (i) if the make, model or **IMEI** of the

Device you present does not correspond to that of the **Registered Device**, then the **Service Request** will not be completed; or (ii) if **StarHub** discovers that the **Device** you returned via the **Courier** was not the **Registered Device** at the time the **Service Request** was completed, then you must return the correct **Registered Device** within 7 days of the **Delivery Time** at your own cost and if you fail to do so **StarHub** may treat the **Swap** as a **Replacement** and charge you the **Additional Fee**.

8.10 *Failure to disable locking* – In the case of:

8.10.1 a **Swap**, if **StarHub** discovers that you did not turn off the personal lock security feature in the **Device** you returned via the **Courier** in contravention of clause 7.1.1, **StarHub** will treat the **Swap** as a **Replacement** and charge you the **Additional Fee**.

8.10.2 a **Device Refresh**, if **StarHub** discovers that you did not turn off the personal lock security feature in the **Device** you provided, **StarHub** will not perform the **Device Refresh**.

8.11 *Modified Devices* – In the case of a **Swap**, **Device Refresh** or, if **StarHub** discovers that the **Registered Device** you tendered to the **Courier** or the **Authorised Centres** has been subject to **Modification**, then **StarHub** will at its sole discretion:

8.11.1 reject the **Service Request** at the time the **Registered Device** is tendered to the **Courier** or the **Authorised Centres** and your **Service Request** will be considered cancelled. **StarHub** will refund the **Swap Fee** or the **Device Refresh Fee** by the original method of payment;

8.11.2 where returned via the **Courier** or provided to the **Authorised Centres**, treat the **Swap** as a **Replacement** and charge you the **Additional Fee**; or

8.11.3 where returned via the **Courier** or provided to the **Authorised Centres**, return to you at your cost the **Original Registered Device** tendered to the **Courier**. You must also return to **StarHub** the **Delivered Device** provided as a **Swap**. Your **Service Request** will be considered cancelled. **StarHub** will refund to you the **Swap Fee** paid following receipt of the **Delivered Device**.

8.12 *Warranty* –

8.12.1 Under SmartSupport, you are entitled to a 12-month warranty for each **Like Mobile Device** (in respect of Eligible Devices) or **Device Refresh** against manufacturer malfunctions and defects that starts from the date of payment of the corresponding **Service Fee**.

8.12.2 You may make a warranty claim for the **Like Mobile Device** or **Device Refresh** via the **SmartSupport Portal**. Your request for warranty service will be handled in the same way as a **Service Request** except that it will not count towards your **Limit** and the **Service Fee** will not be payable.

8.13 *Acknowledgement*

8.13.1 At any time prior to the time of the delivery, **StarHub** may require you to sign an acknowledgment or confirmation form when you make a **Service Request**.

8.13.2 You acknowledge that:

- (a) any **Device** provided to you as a result of a **Service Request** and/or **Upgrade Request** is not intended to be sold, transferred, displayed for sale or hired nor are the **Services** intended to be used for commercial gain;
- (b) in the case of a **Swap** or a **Device Refresh**, **StarHub** will delete all data on the **Registered Device** provided by you without reference to you and without liability on **StarHub's** part;
- (c) in the case of a **Replacement**, the previous **Registered Device** is not available for a **Swap** and **StarHub** or its service provider is entitled to register the **IMEI** of the previous **Registered Device** with the Singapore Police Force and to take any action that it deems necessary to recover the previous **Registered Device**;
- (d) in the case of a **Swap** or **Replacement**, title in the **Registered Device** is transferred to **StarHub** or its appointed service provider in accordance with clause 7.1.2; and
- (e) where your **Registered Device** is replaced under a warranty claim directly with the **OEM**, that you have the responsibility of updating of the replacement **IMEI** number on the **SmartSupport Portal**.

9. SUPPORT SERVICE

9.1 **Support Services** comprises of:

9.1.1 an advanced technical support service for your registered **Eligible Device (Tech Support)**; and

9.1.2 a security advisory service for your online presence (**Security Advisor**),
both services provided through the **SmartSupport Portal** (together, the **Support Services**).

9.2 You may make a request for **Support Services (Support Request)** via the **SmartSupport Portal**. You cannot make a **Support Request** at a **Retail Store**.

9.3 Your **Support Request** will be accepted if:

9.3.1 the **IMEI** of the **Registered Device**, subscriber's name, mobile phone number and **National ID** under which the account is active are correct and correspond with the information you have given to **StarHub**;

9.3.2 your **Subscription** remains active as at the time of the **Support Request** and your **Registered Device** was active on the **Network** before the time of the **Support Request**;

9.3.3 all outstanding **Monthly Fees** under this **Agreement** are paid on their due dates;

9.3.4 you are not using the **Program** in a manner which is: (i) fraudulent, illegal or related to any criminal activity; (ii) intended to breach, subvert, interfere with or contravene any third party policies or terms of use; or (iii) intended to make a commercial gain; and

9.3.5 the **Registered Device** has not been the subject of **Modification**.

9.4 Your use of the **SmartSupport Portal** is subject to additional terms and

conditions of service as stipulated by StarHub's appointed service provider, **Asurion**, in the **EULA** and which you accept by installing or using the **SmartSupport Portal**. In addition, if you use **Support Services** or the **SmartSupport Portal**, certain data and information may be collected, used and disclosed, details of which are located in the **Asurion Policy**.

- 9.5 By using **Support Services** or the **SmartSupport Portal** you agree to the **Asurion Policy** and the **EULA** for the **SmartSupport Portal**. In relation to the **Device Services**, if there is any conflict between (i) the **Asurion Policy** and the **EULA** and (ii) these **Terms**, these **Terms** shall prevail.

10. TERM AND ENDING THE PROGRAM OR THE SERVICES

- 10.1 **StarHub** will supply your **Program** to you from the **Start Date** until it is terminated in accordance with this clause.

- 10.2 *Termination by you* – you can terminate your **Program** at any time via the **SmartSupport Portal**.

- 10.3 *Termination by StarHub* – **StarHub** may immediately terminate your **Program** and the **Agreement** at any time if **StarHub** reasonably believes that:

10.3.1 you are using the **Services** (whether intentionally or not) in a way that may adversely impact the reputation of **StarHub**;

10.3.2 you are using the **Services** in a manner which is, or is reasonably believed to be, (i) fraudulent, illegal or related to any criminal activity or (ii) intended to make a commercial gain;

10.3.3 you have breached, or are likely to breach, these **Terms** or engaged in cheating;

10.3.4 you are or may become bankrupt or unable to pay your debts as they fall due;

10.3.5 you have provided **StarHub** with incorrect, false or incomplete, information;

10.3.6 you have not paid any bills issued by **StarHub** for a period exceeding 7 days from its due date;

10.3.7 you are likely to create imminent harm (such as interruption, disruption, congestion or any unauthorised act) to the **Network** or any third party's networks or systems or the provision of the **Services**;

10.3.8 you are likely to create imminent harm or harass or are abusive to any personnel of **StarHub** and its service providers, sub-contractors and agents; or

10.3.9 for any other reason at **StarHub's** sole discretion.

- 10.4 *Automatic termination* – Your **Program** and the **Agreement** will terminate immediately if **StarHub** discovers that you have transferred, sold, displayed for sale, or let on hire your Registered Device.

- 10.5 *Consequences of termination*

10.5.1 *Prohibition* – With respect to a **National ID**, if you have been previously rejected or terminated from the **Services**, or service similar to the

Services where Asurion is the appointed service provider, you will not be eligible to apply for the **Services**.

10.5.2 *Service Requests* – If you have made a **Service Request** which is not fulfilled as at the time of the termination, the **Service Request** may be cancelled.

11. CHANGE OF REGISTERED DEVICE

Your **Registered Device** may not change except for:

- 11.1 the *change* made following a **Swap** or a **Replacement**; or
- 11.2 the exchange of your **Registered Device** under an **OEM's** warranty scheme or other applicable scheme for a new **Device** which is identical to your **Registered Device**. You must inform **StarHub** of such change via the **SmartSupport Portal** and provide proof of the exchange where necessary in order for **StarHub** to update its records with the **IMEI** or serial number of such new **Device**, from which time the new **Device** will become the **Registered Device**.

12. DATA PRIVACY

12.1 *Device Services*. You confirm that you have read, understood and give consent to StarHub's prevailing Data Protection Policy which may be found at <https://www.starhub.com/content/dam/starhub/legal-terms/consumer/personal-data-protection-policy.pdf> or such other link as many be notified by StarHub from time to time (**PDP Policy**) which apply to the **Device Services**.

12.2 *Consent*. You also agree that by:

12.2.1 making an application to enrol for, or continuing to use, the **Device Services**, you are giving consent to **StarHub** and its appointed service provider (and data intermediary, for the purposes of the Personal Data Protection Act 2012) **Asurion**, that your personal information collected from you will be used and/or disclosed (i) in accordance to the **PDP Policy**, (ii) for the purposes of: (a) assessing your eligibility to enrol, and continue to be enrolled, for the **Program** or use the **Device Services**; (b) providing you with the; (c) allowing direct and indirect contact with you in connection with the **Device Services** (including digital advertising in connection with **Support Services** prior to your use of **Support Services**); and (d) managing commercial risks, and preventing, detecting, and investigating suspected illegal activity, fraud, or disputes (collectively the **Purposes**) or (iii) to any relevant governmental and/or regulatory authorities where legally required; and

12.2.2 using these **Device Services**, you consent to **StarHub's** appointed service provider, **Asurion**, storing, transferring or hosting data with **Asurion's** affiliates, partners and subsidiaries, or with **Asurion's** unaffiliated third parties including third-party service providers, whether in Singapore or other countries, for the purpose of providing you with the **Services** or for any other purpose specified in the **PDP**

Policy.

- 12.3 *SmartSupport Portal.* By executing the EULA presented on the **SmartSupport Portal**, you have read, understood and given consent to **Asurion** collecting, using, disclosing, storing and transferring your personal information in accordance with the **Asurion Policy**.

13. OTHER LEGAL MATTERS

- 13.1 *Subject to change, withdrawal, termination and suspension* – The **Program, Services**, these **Terms** and the **Fees** are subject to change (and in the case of the **Services**, withdrawal), termination, or suspension at any time. **StarHub** will notify you of the changes through the **Website** and if you continue your **Subscription** after such changes are notified, you will be deemed to have agreed to those changes.
- 13.2 *Service providers, contractors and third parties* – **StarHub** may mandate a third party to provide the **Services** and collect any **Service Fee** on its behalf, but in any case, your sole recourse will be against **StarHub** and not such third party.
- 13.3 *Governing law* – The **Agreement** will be governed by and construed in accordance with the laws of Singapore.
- 13.4 *Entire agreement* – You hereby agree and accept that the prevailing StarHub Consumer General Terms & Conditions available at [StarHub's Consumer General Terms & Conditions](#) or such other link as may be notified by StarHub from time to time (**General Terms**) apply. These **Terms** are in addition to the **General Terms** and both these **Terms** and the **General Terms** are applicable to the relationship between **StarHub** and you. In the event of inconsistency between these **Terms** and the **General Terms**, these **Terms** prevail.
- 13.5 *Promotions* – **StarHub** may from time to time offer promotions relating to all or any of the **Services**. Any such promotions shall be governed by the terms and conditions attached thereto by **StarHub**, and by these **Terms** to the extent that the promotion's terms and conditions are silent. In the event of any conflict between a promotion's terms and conditions and these **Terms**, the promotion's terms and conditions shall prevail.

14. ENQUIRIES

If you have any queries, complaints, claims or feedback regarding the **Device Services** or **Support Services**, please reach out via the **SmartSupport Portal**.

15. DEFINITIONS

- 15.1 **Acceptance Date** means the date when your **Service Request** is accepted via the **SmartSupport Portal**.
- 15.2 **Acceptance Time** means the time when your **Service Request** is accepted via the **SmartSupport Portal**.
- 15.3 **Additional Fee** means an amount equivalent to the difference between the applicable **Swap Fee** and the applicable **Replacement Fee** for a **Device**.

- 15.4 **Asurion** means NEW Asurion Singapore Pte. Ltd. (CRN 201217148R), a service provider appointed by **StarHub** to provide the **Services**.
- 15.5 **Asurion Policy** means the Asurion privacy notice available at https://consoleone-ui-prod.consoleone.asurion.com/EULA_for_Mobile_Application.pdf
- 15.6 **Authorised Centres** means the authorised service centres as published on the Website.
- 15.7 **Courier** means a person appointed to:
- 15.7.1 deliver **Like Mobile Devices**; or
- 15.7.2 deliver or pick-up your **Registered Device** for a **Device Refresh** in accordance with the **Services**.
- 15.8 **Credit Card** includes VISA and MasterCard credit cards.
- 15.9 **Debit Card** includes VISA and MasterCard debit cards.
- 15.10 **Device** means **Mobile Devices**.
- 15.11 **Device Accessory** means anything that is either: (i) provided by the original manufacturer in the box with a **Device**; or (ii) sold separately to be used in conjunction with a **Device**. It includes (i) batteries; (ii) SIM cards; (iii) memory cards; (iv) chargers; (v) ear buds; (vi) boxes; (vii) cases; (viii) cables; (ix) mounts; and (x) docking stations.
- 15.12 **Device Refresh** means the following services in respect of your **Registered Device**: (i) front screen replacement (for non-foldable/non-flip **Mobile Devices**) or external and internal screens for foldable/flip **Mobile Devices**; (ii) detailed cleaning; (iii) diagnostic service; (iv) operating system refresh; (v) provision of cleaning solution kit and (vi) provision of a **Device Accessory**. For the avoidance of doubt, it excludes corrosion, failure to power on, or any other damage to any part of your **Registered Device** save for the front screen (for non-foldable/non-flip **Mobile Devices**) or external and internal screen (for foldable/flip **Mobile Devices**) of your **Registered Device**.
- 15.13 **Device Services** means a **Swap** or a **Device Refresh** or a **Replacement**.
- 15.14 **Eligible Device** means an iPhone 17 purchased by you as new from **StarHub**; or supplied to you by the **OEM** under warranty to replace a defective **Device** and the related **IMEI** details have been recorded by you via the **SmartSupport Portal** to the satisfaction of **StarHub** or any of its approved service providers, agents or subcontractors;
- 15.15 **EULA** means end user licence agreement setting out the terms of use for the **SmartSupport Portal** is available at https://consoleone-ui-prod.consoleone.int.asurion.com/AnnexC_EULA.pdf.
- 15.16 **Fees** means the fees set out in clause 4.
- 15.17 **IMEI** means the international mobile equipment identity number or serial number (where applicable) of a **Device**.
- 15.18 **Hardware Modification** means any modification made to a **Device's** hardware not undertaken or authorised by the **OEM**.
- 15.19 **Good Working Condition** means a **Mobile Device** that:

- 15.19.1 can turn on and off using the **Device's** battery power;
- 15.19.2 includes a fully functioning battery;
- 15.19.3 functions normally, including where applicable: (a) is capable of making and receiving calls; (b) can connect to the internet; (c) can be charged fully; and (d) has a touchscreen that is working properly;
- 15.19.4 is free from physical damage (except normal wear and tear), including: (a) no cosmetic defects such as chips, dents or deep scratches; (b) no liquid damage or corrosion; (c) a screen and casing that is not cracked or discoloured; (d) connectors that are not damaged; and (e) a SIM reader that is not faulty or broken; and
- 15.19.5 is not the subject of **Modification**.
- 15.20 **Like Mobile Device** means a **Device**, compared to the **Registered Device**, that:
- 15.20.1 may be new or refurbished;
- 15.20.2 is of similar kind, quality and functionality;
- 15.20.3 if it is refurbished, it may contain original or non-original manufacturer parts;
- 15.20.4 has same or greater memory;
- 15.20.5 may be a different make, model or colour;
- 15.20.6 has a different **IMEI** or serial number; and
- 15.20.7 does not include any **Device Accessories**.
- 15.21 **Limit** has the meaning given to that term in clause 5.3.
- 15.22 **Mobile Device** means a mobile wireless device that (i) has a display screen; (ii) supports one or more wireless network connectivity options; and (iii) that is operated using voice, touch or a miniature keyboard. For the avoidance of doubt, it does not include any (i) **Device Accessories**, (ii) tablets, (iii) limited edition models, (iv) feature phones (including but not limited to bar-type phones), or (v) watches.
- 15.23 **Modification** means **Software Modification** or **Hardware Modification** or both.
- 15.24 **Monthly Fee** has the meaning given to that term in clause 4.1.
- 15.25 **National ID** means a valid identification document issued or accepted for verification of identity in Singapore.
- 15.26 **Network** means the mobile telephony network operated by **StarHub**.
- 15.27 **OEM** means original equipment manufacturer of a **Device**.
- 15.28 **Payment Method** has the meaning given to that term in clause 4.1.3.
- 15.29 **Registered Device** means an **Eligible Device** that has been registered with reference to its **IMEI** for a **Program** in accordance with these **Terms**.
- 15.30 **Replacement** has the meaning given to that term in clause 2.1(b).
- 15.31 **Replacement Fee** means the fee set out in the table in clause 4.2.2(c).
- 15.32 **Retail Store** means any retail store in Singapore operated or approved

by **StarHub** to sell **StarHub** services.

- 15.33 **Security Advisor** means the security advisory service offered as further described in clause 9.
- 15.34 **Services** means (i) a **Swap**; (ii) **Device Refresh**; (iii) a **Replacement**; (iv) **Upgrade** and (v) **Support Services**, and each is a **Service**.
- 15.35 **Service Fee** means the **Swap Fee**, the **Device Refresh Fee**, the **Replacement Fee** and the **Additional Fee**.
- 15.36 **Service Request** means a request for a **Swap**, or **Device Refresh** or **Replacement** permitted under these **Terms**.
- 15.37 **Shipment Date** means the date the **Courier** delivers the **Like Mobile Device** to you.
- 15.38 **SIM** means subscriber identification module.
- 15.39 **SmartSupport Portal** means on-line web portal which may be displayed on the **Website** for **Service Requests** or a mobile application used to access **Support Services** and make **Service Requests** from your **Registered Device**.
- 15.40 **Software Modification** means modification made to a **Device's** operating system not undertaken or authorised by the **OEM** and includes software modification known as 'jail-breaking' and 'rooting'.
- 15.41 **StarHub** means StarHub Mobile Pte Ltd (CRN 200000646C).
- 15.42 **Start Date** has the meaning given to that term in clause 3.3.
- 15.43 **Subscription** means your subscription to the **Service**.
- 15.44 **Support Service Request** means a request for **Support Services**.
- 15.45 **Support Services** means (i) the data transfer service as further described in clause 8.7 and (ii) the technical support and security advisory service offered as further described in clause 9.
- 15.46 **Swap** has the meaning given to that term in clause 2.1(a).
- 15.47 **Swap Fee** means the fee set out in the table in clause 4.2.2(a).
- 15.48 **Tech Support** means the technical support service offered as further described in clause 9.
- 15.49 **Tier** means the tier outlined for your **Registered Device** as advised in your **Agreement** and the supported **Device** list on the **Website** at the time of your enrolment.
- 15.50 **Trade-in Value** has the meaning given to that term in clause 6.6.
- 15.51 **Upgrade Period** has the meaning given to that term in clause 6.2.
- 15.52 **Website** means the **StarHub** website.