

REPAIRING YOUR ITEM



To file a claim for a damaged item: Go to www.worthavegroup.com & click on "My Account" to file a claim. You can also call (800) 620-3051 with your contract purchase receipt readily available.



Ship The Damaged Item: If your claim is approved, a shipping box will be sent to you. Ship the damaged item via the prepaid box with label to our repair facility. After the repairs are complete, the item is returned to you with a 90-day warranty.



Or Find Local Repair: If your claim is approved, take your item to a local repair facility. After the repairs are complete, we will pay the service company directly.

We use a network of repair vendors to expedite repair. If your phone can not be repaired we will replace it with a phone with like kind and quality. Please note the phone may not be the same color.

The repair process averages 2 days plus shipping time, once we receive your phone.

There is a limit of 2 claims per 12 month period per policy.



PURCHASE WITH CONFIDENCE PLANS ADMINISTERED BY WORTH AVE. GROUP

Worth Ave. Group is an industry leading administrator of Extended Service Plans and Insurance Programs. With over 45 years of experience, rest assured that your claims experience will be quick and easy! Our no-hassle, customer focused approach is proven by our A+ BBB rating.



www.worthavegroup.com



800-620-3051



claims@worthavegroup.com



P.O. Box 2077 | Stillwater, OK 74076

While Worth Ave. Group offers some other plans/deductibles online, those plans do not include lost phones, mechanical failure, or wear and tear.



WORTH AVE. GROUP
INSURANCE SOLUTIONS FOR A DIGITAL WORLD



stay connected
cellphone replacement service

PROTECTION PLANS

CELL PHONE

EXTENDED SERVICE PLANS PROTECT YOUR INVESTMENT TODAY!



STAY CONNECTED

The sudden loss of your cellphone is more than an inconvenience. Losing your connection to family, friends and work associates can be disastrous!



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TELCOM
INSURANCE GROUP



WHAT DOES THE PROGRAM COVER?



ACCIDENTAL DAMAGE PROTECTION

Damages due to drops and spills such as cracked screens are covered.



MECHANICAL FAILURE & MANUFACTURER DEFECT COVERAGE

Coverage that goes beyond the standard warranty.



THEFT & LOSS COVERAGE

If your item is lost or stolen, we will send you a replacement or a check/gift card for the cash value!



REPAIR OR REPLACEMENT BENEFITS

If the item cannot be repaired, we will send a replacement or cash value for the item.

WHAT IS THE COST?

Tier 1: For Phones with a retail value under \$500, the cost is \$7/month. This is billed to your phone bill by your telecom company

Tier 2: For Phones with a retail value above \$500, the cost is \$8/month. This is billed to your phone bill by your telecom company.

DO I HAVE TO PAY A DEDUCTIBLE AT THE TIME OF A CLAIM?

Yes, the deductible for phones in the Tier 1 is \$125 and the deductible for phones in the Tier 2 is \$175 to your phone bill by your telecom company

"If your phone is stolen or lost, you'll need a police report but you will receive a like/kind/ quality replacement phone. If your phone is damaged, it will be evaluated to determine if it should be repaired or replaced with a like/kind/quality

YOUR LOCAL TELECOM COMPANY IS PROUD TO OFFER THIS INSURANCE PRODUCT TO OUR CUSTOMERS

For more information, please contact: