

Protect Your Device Accidental Damage Protection Plan (“Plan”) for Apple Devices

1. The Plan

This accidental damage protection service is brought to you by SERVIFY MIDDLE EAST FZE and governs the support process for accidental physical and fluid damages for iPhones, Macbooks, Watches, iPads (“Device”) sold by iSTYLE through its official sales channels in United Arab Emirates (UAE) in its original packaging. This Plan is not valid for any products that are either refurbished or purchased by a customer post a return from the first customer.

2. Plan Term

- 2.1. The benefits under this Plan begins when you register the plan and is complimentary for 30 days from the plan registration date.
- 2.2. For the plan where payment is done on a monthly basis (“Monthly Pay Plan”) the coverage continues, unless you fail to make monthly payment towards the plan (“Plan Term”).
- 2.3. For the plan where payment is done on a one-time basis (“Single-Pay Plan”) the coverage continues for a term as specified in your Plan Confirmation (“Plan Term”).
- 2.4. The terms of the Plan apply the same whether it is a Single-Pay Plan or a Monthly Pay Plan

3. Plan Eligibility

- 3.1. This Plan can be purchased only along with the purchase of the Registered Device, and subject to the Registered Device being in its perfect working condition.
- 3.2. The accidental damage protection coverage provided by the Plan is additional to the coverage provided by the manufacturer’s warranty

4. Plan Details

4.1. “Registered” Device

The Device that was successfully registered under the Plan is termed as “Registered Device”

4.2. Customer

The purchaser of the Registered Device, purchaser’s spouse, children and parents can be the users of the Registered Device. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device

4.3. Benefits Value

Maximum Benefits Value per year is equivalent to the invoice value of the Registered Device at the time of submitting a Damage Repair Request, less total sum of damage repair value from last Damage Repair Requests (if any). Damage Repair Request limit is two (2) repair instance per year of your Registered Device, subject to the maximum eligible Benefits Value at the time of submitting a Damage Repair Request. If the repair charges are more than the Benefits Value, the Customer will have the option to bear the differential price for obtaining the repair as determined by the Apple Authorised Service Centre (“ASC”). The Customer has to pay a mandatory service fee as below during a Damage Repair Request availed under the Plan

Product	Service Fee		
	Screen only damage	Any other damage	Battery Replacement
iPhones	AED 99	AED 349	AED 39
MacBooks	AED 349	AED 1149	AED 189/299
iPads	-	AED 179	AED 69
Watches	-	AED 239	AED 39

4.4. Beyond Economic Repairs (BER)

If the repair cost of the Registered Device is more than the Benefits Value, then the repair request will be determined as Beyond Economic Repairs (BER). In case of BER, the Customer will have the option to bear the differential value for obtaining the repair as determined by the ASC or, opt for refund of the Benefits Value. In case the customer opts for refund, the Applicable eligible amount will be returned to you as settlement subject to you returning the original Registered Device along with its original accessories to Servify. The total of all benefits paid or payable under this plan while it is in force shall not exceed the original purchase price paid by the Customer for the Registered Device under this Plan

4.5. Scope of Service under the Plan

Provided the Registered Device is handed over to Servify or its authorized channels in its entirety during the Damage Repair Request Process & that you have submitted the documents as desired under the Plan, the following conditions would be covered under the Plan.

4.5.1. Inclusions

- 4.5.1.1. Suffers accidental physical damage and/or such damage that impairs the normal usage of the Registered Device
- 4.5.1.2. Fails to work because accidentally fluid has entered its internal circuitry, touch panel, sub board or battery, resulting into stoppage of the Registered Device

4.5.2. Exclusions

The Plan will not cover:

- 4.5.2.1. Any loss under mysterious circumstances including lost or stolen
- 4.5.2.2. Loss due to Intentional act or wilful neglect
- 4.5.2.3. Loss arising before or after the Plan Term
- 4.5.2.4. Any loss or damage due to hire or loan of the Registered Device to a third party or if ownership is transferred
- 4.5.2.5. Loss arising due to unlawful act including Terrorist activity, War, Nuclear Explosion, Radioactive Contamination, Chemical, Biochemical, Biological, Electromagnetic, Cyber Attack
- 4.5.2.6. Consequential loss of any kind or description including wear & tear, manufacturing defects
- 4.5.2.7. Loss or damage caused by incorrect storage, poor care and maintenance, careless use, gross negligence, incorrect installation and incorrect set-up
- 4.5.2.8. Loss or damage covered by supplier, dealer or manufacturer's limited warranty
- 4.5.2.9. Any loss affecting to SIM card and any ancillary products even if Registered Device results into complete stoppage of working
- 4.5.2.10. Damages to the device due to terrorist attack, war, fire, lightning, earthquake, floods or an act of God
- 4.5.2.11. Damage caused by (a) a product/accessory that is not the Registered Device, (b) operating the Registered Device outside the permitted or intended uses described by Manufacturer or (c) service (including upgrades and expansions) performed by anyone who is not an Apple Authorized Service Centre (ASC), or any failure/damage caused outside the territory of UAE
- 4.5.2.12. Registered Device with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission of Manufacturer, its subsidiary or any party acting on its behalf.
- 4.5.2.13. Cosmetic damage to the Registered Device including but not limited to scratches, dents and broken plastic on ports
- 4.5.2.14. Issues that could be resolved by upgrading software to the then current version
- 4.5.2.15. Third-party products or their effects on or interactions with the Registered Device or the software
- 4.5.2.16. Your use of a computer or operating system that is unrelated to consumer software or connectivity issues with the Registered Device
- 4.5.2.17. Damage to, or loss of any software or data residing or recorded on the Registered Device

4.5.2.18. Recovery and reinstallation of software programs and user data are not covered under this Plan

5. Any loss or damage to accessories and panels even if forming part of the standard pack or to any complimentary or ancillary product/s made available under any promotional scheme **Special**

Exclusions

Servify and iSTYLE shall not be liable in respect of loss or damage to Registered Device relating to or caused due to the following:

- 5.1. Loss or damage due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device
- 5.2. Loss or damage due to mechanical or electrical break down or derangement, unless such loss is accidental damage, and which is not covered within the manufacturer's warranty
- 5.3. Penalties for delay or detention or in connection with guarantees of performance or efficiency
- 5.4. Loss due to the Registered Device which gradually develops flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary
- 5.5. Loss due to deterioration or wearing away or wearing out of any part of the Registered Device that is caused due to or naturally resulting from its normal use or exposure
- 5.6. Servify and iSTYLE shall not be liable for a damage repair request if:
 - 5.6.1. the user is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device and/or
 - 5.6.2. Due to the inability of the Customer to submit either of the Damage Repair Request processing information or supporting documents required for processing the request
 - 5.6.3. The Plan shall also not cover a loss if the applicable Damage Repair Request amount has exhausted the Covered Value of the Registered Device In any action, suit or other proceeding where the Risk Underwriter alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction, damage or liability is not covered by this Plan, the burden of proving that such loss, destruction, damage or liability is covered shall be upon the Customer

6. Damage Repair Request Process

In the event of damage to the Registered Device, you (Customer) are required to:

- 6.1. Immediately (Not later than 72 Hours from the time of the damage) inform Servify through the Consumer Web Portal (<https://istyle-uae.servify.tech/>)
- 6.2. Submit all claim related information/ documents as mentioned in the Consumer Web Portal within seven (7) calendar days of raising the claim or within the timelines as mentioned in the Consumer Web Portal or communicated to You by Servify
- 6.3. Please note, you will not handover the Registered Device for repairs at any service centre, including at any Apple Authorised Service Centre (ASC) until confirmed by Servify. It is expressly stated that Servify will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you before the Approval from Servify; any liabilities arising out of such Damage Repair Request before the in-principle Approval of the requests from Servify will be solely handled by You (Customer) at Your (Customer's) own expense

7. Damage Repair Request Fulfilment Process

- 7.1. Servify provides services through Pick/Drop Support ("PUDO") Service for the Registered Device, for serviceable locations, for the rest you may visit the nearest Apple Authorized Service Centre as indicated in the Consumer Web Portal once the approval is provided. You are required to wait until Servify confirms in writing via an email or on a voice call on your registered number or provides an update on the Consumer Web Portal about the status of the next steps expected. Service will be performed at the Apple Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via the Samsung Consumer Web Portal. The repaired Device will be delivered to the address of initial pickup after completion of repair if PUDO service is availed
- 7.2. Servify reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in

7.3. Issue, if any, found post receiving the repaired/replaced handset, should be reported within 42 hrs. of the delivery to by Servify

8. Depreciation Matrix

There is no depreciation applicable under this Plan

9. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 9.1. Provide a copy of your Registered Device's original proof of purchase at the time of raising a Damage Repair Request, if requested
- 9.2. Provide information about the reasons and causes of the damage to the Registered Device.
- 9.3. Provide identity proof if requested to verify Customer of the Plan at the time of raising a Damage Repair Request, if requested.
- 9.4. Respond to requests for information, including but not limited to the Registered Device serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the damage and steps taken to avoid the damage
- 9.5. Follow instructions Servify gives you, including but not limited to refraining from sending Registered Device that is not subject to damage protection as per the Plan and packing the Registered Device in accordance with shipping instructions as per the Plan
- 9.6. Take backup and delete the data residing in the iPhone and turn off 'Find My iPhone' feature before submitting the iPhone for any repair under the Plan. Backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF DAMAGE PROTECTION SERVICE, SERVIFY OR THE ASC MAY DELETE THE CONTENTS OF THE REGISTERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or ASC may return your Registered Device after the service event subject to Applicable updates. Servify or the ASC may install latest software updates as part of hardware service that will prevent the Registered Device from reverting to an earlier version of the Operating System. Third party Applications installed on the Registered Device may not be compatible or work with the Registered Device because of the Operating System update. You will be responsible for reinstalling all other software programs, data and passwords

10. Cancellation And Refund

There is no cancellation or refund allowed under this Plan.

11. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, , SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF SERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE DEPRECIATED VALUE OF THE REGISTERED DEVICE. SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE REGSITERED DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE REGISTERED DEVICE OR SUPPLY OF THE

SERVICE

12. Transfer Of Plan

- 12.1. The transfer of ownership of the Plan for the Registered Device from the Device to another party will render the Plan & its benefits null and void
- 12.2. If the Registered Device is replaced under Manufacturer's Warranty during the Plan Term, then the replacement Device will be termed as Registered Device, with the applicable Plan benefits for the remaining period of the Plan Term.

13. General Terms

- 13.1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so
- 13.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
- 13.3. This Plan is offered and valid only if the Device is purchased in UAE and You are making a Repair Request for a Damage in UAE
- 13.4. This Plan is not offered to persons who have not reached the age of 18. This Plan may not be available in all states, and is not available where prohibited by law
- 13.5. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all the calls between you and them
- 13.6. Servify have security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as pyd_support@servify.tech or the call centre numbers mentioned below
- 13.7. You agree that any information or data disclosed to Servify under this Plan is not confidential or proprietary to you. Furthermore, you agree that Servify may collect and process data on your behalf when it provides service., details of which are available on its website
- 13.8. The terms of the Plan, including the original sales receipt of the Registered Device and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Servify's entire understanding with respect to the Plan
- 13.9. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms
- 13.10. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan
- 13.11. There is no informal dispute settlement process available under this Plan
- 13.12. In the event any section or portion of a section of these terms and conditions are deemed invalid, void or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect
- 13.13. These terms and conditions shall be governed by and construed under the laws of UAE
- 13.14. These terms and conditions do not affect your statutory rights as a consumer

14. Support Contact Details:

- 14.1. Servify Customer Service Number: 8000180598 (Toll Free), Sunday to Thursday, 9 am to 6 pm
- 14.2. Servify Customer Service Email ID: pyd_support@servify.tech

15. Governing Law and Jurisdiction

- 15.1. Unless agreed otherwise, the law of the United Arab Emirates will apply. In the event of a dispute concerning the Plan Terms and Conditions, the courts of Dubai, United Arab Emirates shall have exclusive jurisdiction.

16. Regulatory Status

- 16.1. The Plan is provided by Servify Middle East FZE., which has its registered office in and business address of 107, Technohub 2 Dubai Silicon Oasis, Dubai, UAE. The benefits under the Plan are covered by an insurance policy issued by M/s United Fidelity Insurance Company PSC.

Protect Your Device Screen Protection Plan (“Plan”) for Apple Devices

1. The Plan

This accidental screen damage protection service is brought to you by SERVIFY MIDDLE EAST FZE and governs the support process for accidental screen damages for iPhones, Macbooks (“Device”) sold by iSTYLE through its official sales channels in United Arab Emirates (UAE) in its original packaging. This Plan is not valid for any products that are either refurbished or purchased by a customer post a return from the first customer.

2. Plan Term

- 2.1. The benefits under this Plan begins when you register the plan and is complimentary for 30 days from the plan registration date.
- 2.2. For the plan where payment is done on a monthly basis (“Monthly Pay Plan”) the coverage continues, unless you fail to make monthly fee payment towards the plan (the “Plan Term”).
- 2.3. For the plan where payment is done on a one-time basis (“Single-Pay Plan”) the coverage continues for a term as specified in your Plan Confirmation (“Plan Term”).
- 2.4. The terms of the Plan apply the same whether it is a Single-Pay Plan or a Monthly Pay Plan unless otherwise noted.

3. Plan Eligibility

- 3.1. This Plan can be purchased only along with the purchase of the Registered Device, and subject to the Registered Device being in its perfect working condition.
- 3.2. The accidental screen damage coverage provided by the Plan is additional to the coverage provided by the manufacturer’s warranty

4. Plan Details

4.1. “Registered” Device

The Device that was successfully registered under the Plan is termed as “Registered Device”

4.2. Customer

The purchaser of the Registered Device, purchaser’s spouse, children and parents can be the users of the Registered Device. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device

4.3. Benefits Value

Maximum Benefits Value per year is equivalent to the cost incurred for screen replacement, during the Plan Term. Screen Damage Repair Request limit is two (2) repair instance per year of your Registered Device, subject to the maximum eligible Benefits Value at the time of submitting a Damage Repair Request. If the repair charges are more than the Benefits Value, the Customer will have the option to bear the differential price for obtaining the repair as determined by the Apple

Authorized Service Centre (“ASC”). The Customer has to pay a mandatory service fee as below during a Damage Repair Request availed under the Plan

Product	Service fee
	Screen only damage
iPhones	AED 99
Macbooks	AED 349

4.4. Scope of Service under the Plan

Provided the Registered Device is handed over to Servify or its authorized channels in its entirety during the Damage Repair Request Process & that you have submitted the documents as desired under the Plan, the following conditions would be covered under the Plan.

4.4.1. Inclusions

If the Screen of the Covered Device:

- 4.4.1.1. Suffers accidental physical damage and/or such damage that impairs the normal usage of the Registered Device
- 4.4.1.2. Fails to work because accidentally fluid has entered its internal circuitry, touch panel, sub board or battery, resulting into stoppage of the Registered Device

4.4.2. Exclusions

The Plan will not cover:

- 4.4.2.1. Any loss under mysterious circumstances including lost or stolen
- 4.4.2.2. Loss due to Intentional act or wilful neglect
- 4.4.2.3. Loss arising before or after the Plan Term
- 4.4.2.4. Any loss or damage due to hire or loan of the Registered Device to a third party or if ownership is transferred
- 4.4.2.5. Loss arising due to unlawful act including Terrorist activity, War, Nuclear Explosion, Radioactive Contamination, Chemical, Biochemical, Biological, Electromagnetic, Cyber Attack
- 4.4.2.6. Consequential loss of any kind or description including wear & tear, manufacturing defects
- 4.4.2.7. Loss or damage caused by incorrect storage, poor care and maintenance, careless use, gross negligence, incorrect installation and incorrect set-up
- 4.4.2.8. Loss or damage covered by supplier, dealer or manufacturer’s limited warranty
- 4.4.2.9. Any loss affecting to SIM card and any ancillary products even if Registered Device results into complete stoppage of working
- 4.4.2.10. Damages to the device due to terrorist attack, war, fire, lightning, earthquake, floods or an act of God
- 4.4.2.11. Screen Damage caused by (a) a product/accessory that is not the Registered Device, (b) operating the Registered Device outside the permitted or intended uses described by Manufacturer or (c) service (including upgrades and expansions) performed by anyone who is not an Apple Authorized Service Centre (ASC), or any failure/damage caused outside the territory of UAE
- 4.4.2.12. Registered Device with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission of Manufacturer, its subsidiary or any party acting on its behalf.
- 4.4.2.13. Cosmetic damage to the Registered Device including but not limited to scratches, dents and broken plastic on ports
- 4.4.2.14. Issues that could be resolved by upgrading software to the then current version
- 4.4.2.15. Third-party products or their effects on or interactions with the Registered Device or the software
- 4.4.2.16. Your use of a computer or operating system that is unrelated to consumer software or connectivity issues with the Registered Device

- 4.4.2.17. Damage to, or loss of any software or data residing or recorded on the Registered Device
- 4.4.2.18. Recovery and reinstallation of software programs and user data are not covered under this Plan
- 4.4.2.19. Any loss or damage to accessories and panels even if forming part of the standard pack or to any complimentary or ancillary product/s made available under any promotional scheme

5. **Special Exclusions**

Servify and iSTYLE shall not be liable in respect of loss or damage to Registered Device relating to or caused due to the following:

- 5.1. Loss or damage due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device
- 5.2. Loss or damage due to mechanical or electrical break down or derangement, unless such loss is accidental damage, and which is not covered within the manufacturer's warranty
- 5.3. Penalties for delay or detention or in connection with guarantees of performance or efficiency
- 5.4. Loss due to the Registered Device which gradually develops flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary
- 5.5. Loss due to deterioration or wearing away or wearing out of any part of the Registered Device that is caused due to or naturally resulting from its normal use or exposure
- 5.6. Servify and iSTYLE shall not be liable for a damage repair request if:
 - 5.6.1. the user is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device and/or
 - 5.6.2. Due to the inability of the Customer to submit either of the Damage Repair Request processing information or supporting documents required for processing the request
 - 5.6.3. The Plan shall also not cover a loss if the applicable Damage Repair Request amount has exhausted the Covered Value of the Registered Device In any action, suit or other proceeding where the Risk Underwriter alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction, damage or liability is not covered by this Plan, the burden of proving that such loss, destruction, damage or liability is covered shall be upon the Customer

6. **Damage Repair Request Process**

In the event of damage to the Registered Device, you (Customer) are required to:

- 6.1. Immediately (Not later than 72 Hours from the time of the damage) inform Servify through the Consumer Web Portal (<https://istyle-uae.servify.tech/>)
- 6.2. Submit all claim related information/ documents as mentioned in the Consumer Web Portal within seven (7) calendar days of raising the claim or within the timelines as mentioned in the Consumer Web Portal or communicated to You by Servify
- 6.3. Please note, you will not handover the Registered Device for repairs at any service centre, including at any Apple Authorised Service Centre (ASC) until confirmed by Servify. It is expressly stated that Servify will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you before the Approval from Servify; any liabilities arising out of such Damage Repair Request before the in-principle Approval of the requests from Servify will be solely handled by You (Customer) at Your (Customer's) own expense

7. **Damage Repair Request Fulfilment Process**

- 7.1. Servify provides services through Pick/Drop Support ("PUDO") Service for the Registered Device, for serviceable locations, for the rest you may visit the nearest Apple Authorized Service Centre as indicated in the Consumer Web Portal once the approval is provided. You are required to wait until Servify confirms in writing via an email or on a voice call on your registered number or provides an update on the Consumer Web Portal about the status of the next steps expected. Service will be performed at the Apple Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via

the Samsung Consumer Web Portal. The repaired Device will be delivered to the address of initial pickup after completion of repair if PUDO service is availed

- 7.2. Servify reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in
- 7.3. Issue, if any, found post receiving the repaired/replaced handset, should be reported within 42 hrs. of the delivery to by Servify

8. Depreciation Matrix

There is no depreciation applicable under this Plan.

9. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 9.1. Provide a copy of your Registered Device's original proof of purchase at the time of raising a Damage Repair Request, if requested
- 9.2. Provide information about the reasons and causes of the damage to the Registered Device.
- 9.3. Provide identity proof if requested to verify Customer of the Plan at the time of raising a Damage Repair Request, if requested.
- 9.4. Respond to requests for information, including but not limited to the Registered Device serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the damage and steps taken to avoid the damage
- 9.5. Follow instructions Servify gives you, including but not limited to refraining from sending Registered Device that is not subject to damage protection as per the Plan and packing the Registered Device in accordance with shipping instructions as per the Plan
- 9.6. Take backup and delete the data residing in the iPhone and turn off 'Find My iPhone' feature before submitting the iPhone for any repair under the Plan. software and data residing on the Registered Device. DURING THE FULFILLMENT OF DAMAGE PROTECTION SERVICE, SERVIFY OR THE ASC MAY DELETE THE CONTENTS OF THE REGISTERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or ASC may return your Registered Device after the service event subject to Applicable updates. Servify or the ASC may install latest software updates as part of hardware service that will prevent the Registered Device from reverting to an earlier version of the Operating System. Third party Applications installed on the Registered Device may not be compatible or work with the Registered Device because of the Operating System update. You will be responsible for reinstalling all other software programs, data and passwords

10. Cancellation And Refund

There is no cancellation or refund allowed under this Plan.

11. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, , SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OFSERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE DEPRECIATED VALUE OF THE REGISTERED DEVICE. SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE REGSITERED DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL

INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE REGISTERED DEVICE OR SUPPLY OF THE SERVICE

12. Transfer Of Plan

- 12.1. The transfer of ownership of the Plan for the Registered Device from the Device to another party will render the Plan & its benefits null and void
- 12.2. If the Registered Device is replaced under Manufacturer's Warranty during the Plan Term, then the replacement Device will be termed as Registered Device, with the applicable Plan benefits for the remaining period of the Plan Term.

13. General Terms

- 13.1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so
- 13.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
- 13.3. This Plan is offered and valid only if the Device is purchased in UAE and You are making a Repair Request for a Damage in UAE
- 13.4. This Plan is not offered to persons who have not reached the age of 18. This Plan may not be available in all states, and is not available where prohibited by law
- 13.5. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all the calls between you and them
- 13.6. Servify have security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as pyd_support@servify.tech or the call centre numbers mentioned below
- 13.7. You agree that any information or data disclosed to Servify under this Plan is not confidential or proprietary to you. Furthermore, you agree that Servify may collect and process data on your behalf when it provides service., details of which are available on its website
- 13.8. The terms of the Plan, including the original sales receipt of the Registered Device and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Servify's entire understanding with respect to the Plan
- 13.9. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms
- 13.10. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan
- 13.11. There is no informal dispute settlement process available under this Plan
- 13.12. In the event any section or portion of a section of these terms and conditions are deemed invalid, void or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect
- 13.13. These terms and conditions shall be governed by and construed under the laws of UAE
- 13.14. These terms and conditions do not affect your statutory rights as a consumer

14. Support Contact Details:

- 14.1. Servify Customer Service Number: 8000180598 (Toll Free), Sunday to Thursday, 9am to 6pm
- 14.2. Servify Customer Service Email ID: pyd_support@servify.tech

15. Governing Law and Jurisdiction

- 15.1. Unless agreed otherwise, the law of the United Arab Emirates will apply. In the event of a dispute concerning the Plan Terms and Conditions, the courts of Dubai, United Arab Emirates shall have exclusive jurisdiction.

16. Regulatory Status

16.1. The Plan is provided by Servify Middle East FZE., which has its registered office in and business address of 107, Technohub 2 Dubai Silicon Oasis, Dubai, UAE. The benefits under the Plan are covered by an insurance policy issued by M/s United Fidelity Insurance Company PSC.

Protect Your Device Extended Warranty Plan ("Plan") for Apple Devices

1. The Plan

This extended warranty service is brought to you by SERVIFY MIDDLE EAST FZE and governs the support process for covered inherent mechanical and electrical breakdown/ defects to the extent provided by the manufacturer's warranty for Electrical / Electronic / Mechanical Products iPhones, Macbooks Watches, iPads ("Device") sold by iSTYLE through its official sales channels in United Arab Emirates (UAE) in its original packaging. This Plan is not valid for any products that are either refurbished or purchased by a customer post a return from the first customer.

2. Plan Term

- 2.1. The benefits under this Plan begins after the expiry of the Manufacturer's Warranty of the Registered device when you register the plan and is complimentary for 30 days.
- 2.2. For the plan where payment is done on a monthly basis ("Monthly Pay Plan") the coverage keeps continuing for each month post the complimentary period of 30days, unless you fail to make monthly fee payment towards the plan (the "Plan Term").
- 2.3. For the plan where payment is done on a one-time basis ("Single-Pay Plan") the coverage continues for a term as specified in your Plan Confirmation ("Plan Term")
- 2.4. The terms of the Plan apply the same whether it is a Single-Pay Plan or a Monthly Pay Plan unless otherwise noted

3. Plan Eligibility

- 3.1. This Plan can be purchased only along with the purchase of the Registered Device, and subject to the Registered Device being in its perfect working condition.
- 3.2. Extended Warranty coverage provided under the Plan is additional warranty time extension of 12 months to the coverage provided by the manufacturer's hardware warranty period

4. Plan Details

4.1. "Registered" Device

The Device that was successfully registered under the Plan is termed as "Registered Device"

4.2. Customer

The purchaser of the Registered Device, purchaser's spouse, children and parents can be the users of the Registered Device. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device

4.3. Benefits Value

Maximum Benefits Value per year is equivalent to the original invoice value of the Registered Device at the time of submitting a Damage Repair Request, less total sum of damage repair value from last Damage Repair Requests (if any). Damage Repair Request limit is unlimited repairs (up-to the invoice value). If the repair charges are more than the Benefits Value, the Customer will have the option to bear the differential price for obtaining the repair as determined by the Apple Authorised Service Centre ("ASC").

4.4. Scope of Service under the Plan

Provided the Registered Device is handed over to Servify or its authorized channels in its entirety during the Damage Repair Request Process & that you have submitted the documents as desired under the Plan, the following conditions would be covered under the Plan.

4.4.1. Inclusions

Any mechanical or, electrical breakdown/defects to the registered device to the extent provided by the Manufacturer's Warranty including the cost of parts and labor for the products manufactured in UAE or is legally imported in UAE & sold by the manufacturer through its official sales channels in United Arab Emirates (UAE) and supported by an invoice & Manufacturer's Warranty/Guarantee.

4.4.2. Exclusions

The Plan will not cover:

- 4.4.2.1 Plan purchased beyond 365 days of the purchase of the Registered Device or beyond shorter period of time until the Plan was available for purchase
- 4.4.2.2 Plan purchased on a defective device
- 4.4.2.3 Costs implicitly or explicitly covered by any manufacturers, suppliers or repairers guarantee or warranty
- 4.4.2.4 Non-operating and cosmetic defect to the Registered Device such as defect to paintwork, product finish, dents or scratches
- 4.4.2.5 Accessories used in or with the Registered Device unless covered under a separable warranty policy
- 4.4.2.6 Replacement of any consumable item or accessory
- 4.4.2.7 Normal wear and tear of items not integral to the functioning of the Registered Device
- 4.4.2.8 Removable batteries, non removable batteries are not covered under this Plan
- 4.4.2.9 Coverage will not under any circumstances, extend to any loss or injury to a person or loss or defect to property or any incidental, contingent, special or any direct or indirect loss and consequential defects including but not limiting to losses incurred due to any delay in rendering service related to this plan and loss of use during the period that the Product is at an authorized service centre and/or while awaiting parts
- 4.4.2.10 Defect caused by unauthorized repair, theft, burglary and accident including earthquake, storm and or hurricane, abuse, misuse, sand, dust, water, negligence, fire, flood, lightning, malicious defect, impact, corrosion, battery leakage, acts of God, animal or insect infestation or intrusion
- 4.4.2.11 Defect resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current
- 4.4.2.12 Cost of removal or re-installation of the Registered Device
- 4.4.2.13 Reception or transmission problems resulting from external causes
- 4.4.2.14 Problems or defects not covered under the original Manufacturers' Warranty / Guarantee
- 4.4.2.15 Breakdowns caused by computer virus or realignments to Registered Device
- 4.4.2.16 Recalls or modifications to the Registered Device
- 4.4.2.17 Failure to follow the manufacturer's instructions
- 4.4.2.18 Costs arising from incorrect installation, modification or maintenance
- 4.4.2.19 Costs if no fault is found with the Registered Device
- 4.4.2.20 Costs arising from being unable to use the Registered Device or from defect which results from the Breakdown of the Registered Device
- 4.4.2.21 Defect / failure caused before or during Registered Device delivery
- 4.4.2.22 Use of batteries, charger and / or accessories not Approved by the manufacturer, incorrect electrical leads or connection
- 4.4.2.23 The cost of repairing, restoring or reconfiguring software
- 4.4.2.24 Any consequential or incidental defects arising from the use or loss of use of the Registered Device
- 4.4.2.25 If the Registered Device is sold by original buyer to other party
- 4.4.2.26 If the Registered Device is moved out of the country of purchase, it will not be covered under this Plan. The Plan is valid only in UAE and if the repair request is made in UAE
- 4.4.2.27 The Registered Device is not used in accordance with the manufacturer's guidelines for Registered Device usage including but not limited to regular maintenance and up keep of the Registered Device

5. Special Exclusions

Servify and iSTYLE shall not be liable in respect of loss or damage to Registered Device relating to or caused due to the following:

- 5.1. Loss or damage due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device

- 5.2. Loss or damage due to mechanical or electrical break down or derangement, unless such loss is accidental damage, and which is not covered within the manufacturer's warranty
- 5.3. Penalties for delay or detention or in connection with guarantees of performance or efficiency
- 5.4. Loss due to the Registered Device which gradually develops flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary
- 5.5. Loss due to deterioration or wearing away or wearing out of any part of the Registered Device that is caused due to or naturally resulting from its normal use or exposure
- 5.6. Servify and iSTYLE shall not be liable for a damage repair request if:
 - 5.6.1. the user is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device and/or
 - 5.6.2. Due to the inability of the Customer to submit either of the Damage Repair Request processing information or supporting documents required for processing the request
 - 5.6.3. The Plan shall also not cover a loss if the applicable Damage Repair Request amount has exhausted the Covered Value of the Registered Device In any action, suit or other proceeding where the Risk Underwriter alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction, damage or liability is not covered by this Plan, the burden of proving that such loss, destruction, damage or liability is covered shall be upon the Customer

6. Damage Repair Request Process

In the event of damage to the Registered Device, you (Customer) are required to:

- 6.1. Immediately (Not later than 72 Hours from the time of the damage) inform Servify through the Consumer Web Portal (<https://istyle-uae.servify.tech/>)
- 6.2. Submit all claim related information/ documents as mentioned in the Consumer Web Portal within seven (7) calendar days of raising the claim or within the timelines as mentioned in the Consumer Web Portal or communicated to You by Servify
- 6.3. Please note, you will not handover the Registered Device for repairs at any service centre, including at any Apple Authorised Service Centre (ASC) until confirmed by Servify. It is expressly stated that Servify will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you before the Approval from Servify; any liabilities arising out of such Damage Repair Request before the in-principle Approval of the requests from Servify will be solely handled by You (Customer) at Your (Customer's) own expense

7. Damage Repair Request Fulfilment Process

- 7.1. Servify provides services through Pick/Drop Support ("PUDO") Service for the Registered Device, for serviceable locations, for the rest you may visit the nearest Apple Authorized Service Centre as indicated in the Consumer Web Portal once the approval is provided. You are required to wait until Servify confirms in writing via an email or on a voice call on your registered number or provides an update on the Consumer Web Portal about the status of the next steps expected. Service will be performed at the Apple Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via the Samsung Consumer Web Portal. The repaired Device will be delivered to the address of initial pickup after completion of repair if PUDO service is availed
- 7.2. Servify reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in
- 7.3. Issue, if any, found post receiving the repaired/replaced handset, should be reported within 42 hrs. of the delivery to by Servify

8. Depreciation Matrix

There is no depreciation applicable under this Plan.

9. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 9.1. Provide a copy of your Registered Device's original proof of purchase at the time of raising a Damage Repair Request, if requested
- 9.2. Provide information about the reasons and causes of the damage to the Registered Device.

- 9.3. Provide identity proof if requested to verify Customer of the Plan at the time of raising a Damage Repair Request, if requested.
- 9.4. Respond to requests for information, including but not limited to the Registered Device serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the damage and steps taken to avoid the damage
- 9.5. Follow instructions Servify gives you, including but not limited to refraining from sending Registered Device that is not subject to damage protection as per the Plan and packing the Registered Device in accordance with shipping instructions as per the Plan
- 9.6. Take backup and delete the data residing in the iPhone and turn off 'Find My iPhone' feature before submitting the iPhone for any repair under the Plan. Backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF DAMAGE PROTECTION SERVICE, SERVIFY OR THE ASC MAY DELETE THE CONTENTS OF THE REGISTERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or ASC may return your Registered Device after the service event subject to Applicable updates. Servify or the ASC may install latest software updates as part of hardware service that will prevent the Registered Device from reverting to an earlier version of the Operating System. Third party Applications installed on the Registered Device may not be compatible or work with the Registered Device because of the Operating System update. You will be responsible for reinstalling all other software programs, data and passwords.

10. Cancellation And Refund

There is no cancellation or refund allowed under this Plan.

11. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, , SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OFSERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE DEPRECIATED VALUE OF THE REGISTERED DEVICE. SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE REGSITERED DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE REGISTERED DEVICE OR SUPPLY OF THE SERVICE

12. Transfer Of Plan

- 12.1. The transfer of ownership of the Plan for the Registered Device from the Device to another party will render the Plan & its benefits null and void
- 12.2. If the Registered Device is replaced under Manufacturer's Warranty during the Plan Term, then the replacement Device will be termed as Registered Device, with the applicable Plan benefits for the remaining period of the Plan Term.

13. General Terms

- 13.1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so

- 13.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
- 13.3. This Plan is offered and valid only if the Device is purchased in UAE and You are making a Repair Request for a Damage in UAE
- 13.4. This Plan is not offered to persons who have not reached the age of 18. This Plan may not be available in all states, and is not available where prohibited by law
- 13.5. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all the calls between you and them
- 13.6. Servify have security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as pyd_support@servify.tech or the call centre numbers mentioned below
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