



Screen Repair FAQs

1. What is a Screen Repair Service?

Screen Repair is a standalone service offered by Asurion directly, to repair or replace your mobile phone screen only. If there are other damages found on the mobile phone, your mobile phone will not be eligible for repair.

2. What devices are eligible for Screen Repair Service?

Screen Repair is available for Apple and Samsung smartphones. It is not available for iPad, Apple Watch and Tablet.

3. Who can access the Screen Repair Service?

This service is automatically available to all EDC Lite subscribers who can get access to 1 Screen Repair every 12 months. No enrolment nor additional monthly fee is required.

4. How do I make a Screen Repair request?

To make a Screen Repair request, download and complete the Screen Repair form from <https://www.singtel.com/business/products-services/mobility/enterprise-device-care>. Email the completed repair form to service2u_ST@asurion.com to access a door-to-door pick up and return service of your mobile phone.

The form should look like this:

SERVICE REQUEST FORM			For Enterprise Customer		Singtel		
Form Instruction:							
1. Select your enrolled program and the required service request.							
2. Please fill in all sections (A, B, C, D & E) and include Company stamp.							
3. Email completed form to service2u_ST@asurion.com via your business e-mail.							
<i>Incomplete form will result in delay of your request as we will return the form to Authorised Person (as nominated below) to provide outstanding information.</i>							
Select your Screen Repair Type :							
Service Request		Enterprise Device Care Lite		Enterprise Device Care			
<input type="checkbox"/> Screen Repair <input type="checkbox"/> Screen Repair Warranty*		<input type="checkbox"/>		N.A			
Screen repair service is only available for Apple iPhone and Samsung devices. (Not available for tablets devices)							
*Screen Repair Warranty : for malfunctions on screen repaired device less than 12 months.							
A Company and Authorised Person Information							
Company Name :				Business Registration Number :			
<input type="text"/>				<input type="text"/>			
Authorised Person Full Name : <input type="text"/>							
Contact No. :		Business E-mail :					
<input type="text"/>		<input type="text"/>					
B Device Information							
Mobile Number :		Brand :		Model :		Memory Size : Colour :	
<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/> <input type="text"/>	
IMPORTANT : For Apple iPhone device, please ensure "Find My iPhone" function has been turned off before handing over to our courier, otherwise your Service Request will be rejected.							
Device IMEI :							
<input type="text"/>							
<small>Must be provided. Service Request will be rejected if IMEI is missing and/or does not match Singtel's record. You can dial (*#06#) to obtain IMEI if device screen and dial pad is working.</small>							
C Delivery Information							
Registered Business Address :				This will also be the collection and delivery address for Screen Repair Service Request.		Postal Code :	
<input type="text"/>				<input type="text"/>		<input type="text"/>	
<input type="text"/>				<input type="text"/>		<input type="text"/>	
Recipient Full Name :			Recipient Contact Number:		Recipient Contact Number:		
<small>(If different from Authorised Person)</small> <input type="text"/>			<small>(If different from Authorised Person)</small> <input type="text"/>		<small>(If different from Authorised Person)</small> <input type="text"/>		



Screen Repair FAQs

D Payment Method

Credit Card Cash-on-delivery
 Not Applicable *(For Screen Repair Warranty request only)*

Corporate Cheque on delivery

Bank Name :

Cheque Number :

(Corporate Cheque option is only available to Global Account customers)

Important Note : Manufacturer defects or malfunctions may be covered under the device manufacturer's or Singtel's warranty. It is your responsibility to check if you could benefit from such warranties before filing this service request. Whether or not your device is under such warranties, the service request fee will be charged once this is approved.

E Acknowledgement

Authorised Person Name : Recipient Name : *(if different from Authorised Person)*
 Authorised Signature : Company Stamp : Recipient Signature :
 Date : (DD/MM/YYYY) Date : (DD/MM/YYYY)

By signing this Enterprise Service Request Form : For Screen Repair - The Authorised Person and the Recipient (if applicable) confirm that they (1) agree to the Screen Repair Terms & Conditions, (2) agree that New Asurion Singapore Pte Ltd may liaise with the Authorised Person on behalf of the Recipient and (3) provided consents to NEW Asurion Singapore Pte Ltd, to store or host their personal data and processing credit card information in accordance with the Screen Repair Terms & Conditions.

Some important information to take note:

For Screen Repair : After form submission, the Authorised Person or Recipient will receive a call from a customer care agent to (1) confirm the collection and delivery information, (2) confirm the service fee payable, (3) obtain the payment information if you have selected credit card, (4) obtain the last four digits of the Recipient's NRIC for identity verification by our courier at the time of the collection and delivery.

At point of collection and delivery, the Authorised Person or Recipient must present: (1) their valid government-issued photo ID, (2) their staff ID or business card, (3) the original, stamped copy of this Request Form, (4) exact payment if you have selected cash-on-delivery and (5) the device for Screen Repair Request.

Checklist to ensure a smooth collection:

- Have you printed out this completed form?
- Do you have the required government-issued photo ID ready?
- Do you have the required staff ID or business card ready?
- For cash-on-delivery, have you prepared the exact amount?
- Did you have the device for Screen Repair ready for collection?
- For iPhone device, have you switched off "Find My iPhone"?

For Internal Use Only

Remark :

Authorizing Officer : Date Processed : (DD/MM/YYYY)

5. Do I need to pay to repair my mobile phone screen?

Yes, a repair fee of \$99 (inclusive of GST) is applicable for non-foldable device and \$299 (inclusive GST) for mobile phones which have a folding screen and a recommended retail price of \$2,000 or higher (exclusive of GST). Payment will be accepted in all forms of credit or debit cards, cash on delivery or corporate cheque on delivery.

6. Is there a warranty on the Screen Repair?

Yes, each Screen Repair comes with a free 12 months warranty against manufacturer defects on the screen that starts from the date of return of your mobile phone. Do note that manufacturing malfunctions or defects does not include battery degradation. You may make a warranty request by downloading and completing the screen repair form from <https://www.singtel.com/business/products-services/mobility/enterprise-device-care>. and email the completed repair form to service2u_ST@asurion.com

7. How long will it take for the Screen Repair Service be completed?

Time that a Screen Repair request is submitted	Pick-up time (Mon – Fri)	Return Time (Mon – Sat)
Before 2pm, Mon - Fri	By 4pm, same business day	2 days* from pick-up day
After 2pm, Mon - Thu	Before 4pm, next business day	2 days* from pick-up day
After 2pm on Fri and Whole day on Sat and Sun	Before 4pm, next business day	2 days* from pick-up day



Screen Repair FAQs

*Mobile phones picked on Friday will be returned on Tuesday
Business days are Monday – Friday
No pick-up and return service on Sundays and Public Holidays

8. Will I get a temporary loan mobile phone when I send my mobile phone for repair?

No, we do not provide temporary loan mobile phone for any Screen Repair Service.

9. How do I get updates on my repair status?

You can email to service2u_ST@asurion.com to get a status update on your repair.

10. Can I walk in to the Repair Centre to get my phone repaired?

No. Only door-to-door pick-up and return service offered only.

11. What happens if repair parts are temporary unavailable?

You will be presented with 2 options.

- 1) Leave your phone at the repair centre and wait up to 30 days for parts to be available. However, this is not a promise of parts availability.
- 2) Arrange to have the phone return to you.

12. Do I have to be present to hand over and receive the mobile phone sent in for the Screen Repair?

Yes, you will need to be present as our courier needs to verify (i) your identity and (ii) the IMEI of your mobile phone at the time of pick-up and return.

To protect your privacy and for subsequent data restoration to your mobile phone, please remember to back up your mobile phone's content and perform the following steps before handing the mobile phone to our designated courier.

Step (1): Delete all user content and data from your mobile phone

Step (2): Disable all activation locks (eg. FMiP), personal security pins and passwords from the mobile phone

Step (3): Perform a factory reset

Note: Any remaining content will be deleted at the time of repair.

13. What happens if my Screen Repair is not successful?

If your mobile phone is diagnosed to be ineligible for repair at our Repair Centre, you will receive a SMS notification to contact us for the next course of action.

14. I wish to reschedule the pick-up or return of my mobile phone. What should I do?

To arrange for another timing, simply email to service2u_ST@asurion.com to reschedule the pick-up or return before 7pm, one day before the scheduled return timing.

15. Do I have to pay for pick-up and return of my mobile phone?

Pick-up and return of your mobile phone are free-of-charge for the first trip. Subsequent trips are chargeable at \$42.80 (inclusive of GST) for weekdays and \$85.60 (inclusive of GST) for weekends.



Screen Repair FAQs

16. Will I have access to Screen Repair Service if I terminate my EDC Lite subscription?

No, if you terminate your EDC Lite subscription, the Screen Repair Service will no longer be available to you.