



## **Delivery FAQs**

### **1. What are the methods of delivery available?**

When making a service request, you can either opt for a pick-up and return service, or walk-in to our Asurion Tech Hub or additional Authorised Service Provider (ASP) locations (where applicable).

### **2. What are the delivery hours for swap and replacement?**

#### **For mobile devices**

We offer free delivery within 2 hours from acceptance of Service Request, Monday to Sunday incl. public holiday, last delivery by 7pm. Night delivery is also available between 8pm and 10pm, chargeable at \$45 including GST per trip.

| <b>Request Acceptance Time*</b> | <b>Delivery time*</b>                 |
|---------------------------------|---------------------------------------|
| 9am to 5pm                      | Within 2 hours of the Acceptance Time |
| 5:01pm to 8:59am                | By 11am on the next day               |

#### **For gadgets**

We offer free delivery within 5 business days from acceptance of Service Request, Monday to Sunday incl. public holiday, last delivery by 7pm. Night delivery is also available between 8pm and 10pm, chargeable at \$45 including GST per trip. Please refer to the timing specified in the portal for the timeslot available during your service request.

### **3. What are the delivery hours for device refresh, battery replacement and device repair?**

#### **For Apple and Samsung Devices**

| <b>Request Acceptance Time</b>    | <b>Earliest Pick-Up Time Slot</b> | <b>Earliest Return Time</b>                     |
|-----------------------------------|-----------------------------------|-------------------------------------------------|
| Before 9am,<br>Monday to Thursday | Before 2pm                        | Next day<br>2pm to 6pm, Monday to Friday        |
| 9am to 2pm,<br>Monday to Thursday | 2pm to 6pm                        | 2 days later<br>2pm to 6pm,<br>Monday to Friday |
| Before 8am,<br>Friday             | Before 12:00pm                    | Next day<br>2pm to 6pm, Saturday                |
| 8am to 2pm,<br>Friday             | 2pm to 6pm                        | 2 days later<br>2pm to 6pm, Sunday              |



- Business days are Monday – Sundays. No pick-up service on Saturday, Sundays and Public Holidays
- Do note that there are separate pick-up and return timings for other OEM devices. Please refer to the latest schedule provided at the point of your service request submission

#### **4. What is the walk-in process?**

You can choose an appointment timeslot while filing for a service request. Do note that walk-in is only by appointment. The 5 locations are listed below.

- Asurion Tech Hub (140 Paya Lebar Road #08-13 Singapore 409015) from Mon – Sat from 9am – 5pm.
- Apple ASP: Mr Mobile Tampines Mall, Mr Mobile Jurong, Mr Mobile Yishun. Timings as advised on the portal
- Samsung ASP: CTDI Aperia Mall. Timings as advised on the portal

#### **5. Do I need to be home to accept the delivery?**

You don't need to be at home, you can choose a delivery address that's most convenient for you, whether it's your home, office, or another residential location.

However, either you or an authorized representative must be personally present to receive the device. Please ensure you have your ID/NRIC ready for verification. If someone else will be receiving the device on your behalf, please indicate this during the service request.

#### **6. What is the 'Return Later' service for Swap requests?**

Return Later is an optional service available for Swap service requests. It allows you to hold on to your existing device for up to 3 extra days so you have time to transfer your data before returning it. The service fee is \$35 (including GST).

#### **7. How does the 'Return Later' process work?**

1. For delivery requests, the swap device is delivered to your selected location. For walk-in, collect your swap device at Asurion Tech Hub.
2. Instead of handing over your existing device immediately, you can keep it for up to 3 extra days.
3. You will pay for \$35 for a 'Return Later Service fee' and your credit card will be temporarily charged a security deposit for the swap device.
4. Once your data transfer is complete, schedule a drop-off appointment for your existing device via the MobileSwap portal within the 3-day period.



5. After you return your device, you will be refunded the security deposit.

#### **8. What if I don't return the device after 3 days?**

If you fail to schedule a pickup or drop-off within the 3-day window, the full security deposit for the device will be charged.

We will report to the Singapore Police Force that the device is lost or stolen, and may reject your future requests to use the 'Return Later' service.