



Device Repair FAQs

1. What is the device repair service?

As part of the perks of signing up to MobileSwop Plus and Fam, you have access to a separate device repair service.

The device repair service includes repair beyond device refresh and battery replacement. We will evaluate your phone upon collection, and any device deemed beyond repair on our end will be recommended to perform a swop request.

2. What devices and gadgets are eligible for device repair?

Currently, all mobile devices as well as selected models of Samsung tablets are eligible for device repair. Please see service eligibility after logging into the portal.

3. How do I file a device repair service request?

To file device repair service request, please visit our repair portal - www.service2u.asurion.com/singtel.

4. How much do I have to pay for a Device repair service request?

For non-foldable mobile devices, Device Repair fees are \$149. For foldable devices, Device Repair fees are \$349.

For selected models of tablets, Device Repair fees are tiered based on RRP in the table below:

Gadgets	Tier	RRP (S\$)	Device Repair
Selected tablets	1	< \$249.99	\$30
	2	\$250- \$499.99	\$65
	3	\$500- \$999.99	\$95
	4	\$1,000 - \$1,499.99	\$160
	5	\$1,500 - \$1,999.99	\$265
	6	\$2,000 - \$2,999.99	\$375
	7	> \$3,000	\$525

¹For devices purchased from Singtel, the RRP (excluding GST) is based on the date you purchased the device, as advised in your agreement with Singtel. For all other devices, RRP is



the undiscounted S\$ retail price (excluding GST) of your device on the date it was launched by its original equipment manufacturer in Singapore.

5. Is there a warranty on Device Repair?

Device repair for mobile devices comes with free 12-month warranty and device repair for gadgets come with 6 months warranty. This is against any manufacturing malfunctions or defects. To request a warranty, visit www.service2u.asurion.com/singtel.

Global Repair Care FAQs

1. What is Global Repair Service?

MobileSwop Plus and Fam customers who have successfully registered their Apple and/or Samsung mobile devices have access to a separate Global Repair Service for a repair fee of \$35 (including GST).

2. How does Global Repair Service work?

Simply login to our MobileSwop portal, chat with one of our Tech Experts via the chat function, let us know you're overseas and require support, and they will prompt you to our Whatsapp channel to go through the necessary process.

What to expect:

Step 1: Whatsapp Tech Expert will complete verification process of identity and program enrolment

Step 2: Whatsapp Tech Expert will share a list of nearby Authorised Service Providers (ASPs), accept terms & conditions and proceed to perform the device repair service.

Step 3: Upon completion of your required service, make payment directly to the ASP for the service completed, and collect the official invoice from the ASP.

Step 4: Submit the official ASP invoice to the Whatsapp Tech Expert within 7 days from invoice date.

Step 5: You will be reimbursed via PayNow to the enrolled mobile number, after 21 working days upon invoice approval date. The reimbursement amount will be the overseas service amount less the Global Repair Care service fee (\$35) and relevant device repair fees.



3. What are the requirements for reimbursement?

The official ASP invoice is required to have these 4 components:

1. IMEI of enrolled device
2. Device Make/model
3. Date of service completion
4. Type of service rendered

There is also a maximum reimbursement amount for the following services rendered. Do take note that reimbursements will be made in Singapore Dollars (SGD), based on the prevailing foreign exchange rate at the time of payment.

	Device type	Reimbursement amount (SGD)
Device Repair	Non foldable / non-flip	\$750
	Foldable / Flips	\$900

4. What countries are eligible for this service?

Currently, we offer this service in 5 countries - Malaysia, Thailand, Australia, Taiwan, Korea. Stay tuned to this space for more upcoming countries in the future.

5. I'm still travelling and may not be able to submit my invoice within 7 working days — what should I do?

You can easily submit your invoice via WhatsApp from anywhere in the world. If it's not received within 7 working days, we will not be able to process your reimbursement request.

6. Is there a warranty period on the device?

Device repair for mobile devices comes with free 12-month warranty that starts from the date of the invoice from the Authorised Service Provider. This To request a warranty, visit www.service2u.asurion.com/singtel. Fulfilment of warranty will be completed in Singapore.