

# Equipment Service and Repair Program



Sprint® Phone Repair Services

sprint.com



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## You depend on your phone to stay connected.

The Equipment Service and Repair Program is a service contract program for your wireless device that provides protection for mechanical or electrical failure due to defect or normal wear and tear as well as routine maintenance. For complete terms and conditions, see the enclosed service contract.

### If your device needs service or repair:

- Visit one of over 1,400 Sprint Phone Repair Centers. To find the nearest location, visit [sprint.com/storelocator](http://sprint.com/storelocator).
- If you receive a replacement device, you'll need to return your malfunctioning device or pay the non-returned equipment charge applicable to the model of the failed device. You can avoid this charge simply by returning the failed device as directed.

### Covered equipment includes:

- Eligible Sprint or Nextel phone or smart device. The malfunctioning device must be active on the Sprint or Nextel Network at time the malfunction occurs. Standard battery and standard battery charger are only covered if part of a repair or loss to the covered equipment.
- or**
- Sprint Mobile Broadband Card.™ Must be active on Sprint Network at time the malfunction occurs.

## Equipment Service and Repair Program

Complete terms and conditions are included in this brochure on pages 1-4.

<b>Monthly Fee:</b>	\$4.00 per month, per device (when purchased as a stand-alone product)
<b>Deductible:</b>	None
<b>Claim Limits:</b>	None
<b>Replacement Equipment:</b>	<ul style="list-style-type: none"> <li>• The malfunctioning equipment will be repaired or replaced with the same or comparable model                             <ul style="list-style-type: none"> <li>• Repair or replacement is made at our option</li> <li>• Replacement device may be new or remanufactured</li> </ul> </li> </ul>
<b>Covered Incidents:</b>	Mechanical or electrical failure due to defect or normal wear and tear
<b>Cancellation Policy:</b>	You may cancel your optional coverage at any time and receive a pro-rated credit of your unearned charges

### To enroll:

You can enroll in the Equipment Service and Repair Program when you upgrade or activate your Sprint or Nextel phone or smart device.

It couldn't be simpler.

To enroll, ask a sales rep or call 1-800-584-3666 within 30 days of activation.\*

\* Devices are eligible for enrollment within 30 days of activation or upgrade or at the time of a paid service transaction.

**THE ENCLOSED SERVICE CONTRACT CONTAINS A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE DISPUTE RESOLUTION SECTION.**

