

# Important information - please read



Thanks for choosing to repair your device with Virgin Media Protect

## You need to follow the steps in this guide before returning your broken device to us.

Please note, we may cancel your claim and return your device if you've not followed the steps in this guide, or:

- You send us a different device than the one you're claiming for
- The damage is different from what you've described
- There is no physical damage to your device
- The device you sent us was either not wiped of personal data, unlocked or tracking apps such as Find my iPhone and Google Smart Locks were not removed.

### Step 1 → Prepare your device

To protect your personal data, please ensure the phone is wiped of personal data, unlocked and tracking apps such as Find my iPhone, Find My Device and Google Smart Locks are removed

#### For iPhones

- Backup your device to either iCloud or iTunes
- Settings → General → Transfer or Reset iPhone → Erase All Content and Settings

#### For Androids

- Backup your device using your Android or Google account
- Go to settings → General Management → Reset → Factory Data Reset → Delete All

### Step 2 → We'll come and collect your device

We'll contact you to confirm when we'll come to collect your device.

## What happens next?

On the day of the collection, we will provide the packaging that you should use. Please put your phone in it and give it to the courier.

Once your device has been repaired, we'll charge the excess fee to the card you provided at the point of claim.

The repaired device will be returned to you within 5 working days, from the day we collect it.

You'll be updated throughout the repair process via email, so please make sure this is up to date.

## Checklist

- Back-up your device
- Complete factory reset
- Remove tracking apps (e.g. Find my iPhone, Find My Device, Google Lock)
- Remove your SIM/Memory card (if removable).  
If we receive either, they'll not be returned to you
- Double check the below is correct:
  - You're sending us the correct device
  - The damage is as you described
  - You've removed any tracking apps

## Contact us

Phone: 0345 030 3291\*

Email: virginmedia@asurion.com

\*You can call the Virgin Media Protect team on 0345 030 3291, 8am-9pm Monday to Friday and 9am-6pm weekends (closed Bank Holidays). Calls to 03 numbers cost the same as calls to UK landlines starting 01 and 02. Details correct at time of print. **The insurer is WDP Insurance Limited.**