

Asurion Complete Protect FAQs

How do I cancel my plan?

This Plan is optional and can be cancelled at any time at: <https://www.amazon.com/yourmembershipsandsubscriptions>.

You can also update the payment method for your plan at the above link.

If you have any issues, please feel free to email us at: amazonfeedback@asurion.com. This inbox is monitored by our team, and we will reply to your email.

What's covered by my plan?

Protection coverage begins after 30 days after enrollment for accidental damage from handling on portable products (like drops, spills, and cracks) as well as mechanical failures due to defects or normal wear and tear and other product specific coverage.

What's not covered by my plan?

Your plan contains limitations and exclusions including loss, theft, intentional damage, or accessories that do not come in the box with the product. Please see the Terms and Conditions for a complete list of what is covered and a exclusions.

What if I previously purchased a protection plan on Amazon for an item that is now also covered by my new plan?

Please be sure to review coverage details and limitations for all of your protection plans. The plans may not provide the same coverage. If you would like to cancel a previously purchased active Asurion protection plan, simply login to your Amazon account and navigate to Your Orders under Accounts & Lists and search Asurion . Find the plan you want to cancel. If you purchased the plan within the past 30 days, click Cancel Item. Otherwise, click Problem with order and follow the prompts by clicking "No longer needed then "Return item."

What types of products are eligible for this plan?

Eligible products you purchased on Amazon within the 12 months before enrollment plus any future eligible Amazon purchases. See Terms and Conditions for a full list of eligible device categories. For your reference, all eligible products will include the Protection Eligible notation on the Amazon individual product page. Products that are battery powered or plugin and have mechanical or electrical parts, such as Desktops and laptops, TVs and DVD players, Gaming systems, Handheld electronic devices, Smart home products, Major appliances, Personal Wearables, Home Improvement equipment, Kitchen and Household Electronics, and; Products such as Jewelry and Watches, Baby care products, Luggage, Furniture, Sporting Goods, Musical instruments, and Eyewear

How long will my plan cover my products?

Coverage continues to renew month-to-month until canceled. Coverage for all products ends 30 days after plan is canceled.

Is there an aggregate claim limit? Yes, there is an annual total claim limit (aggregate limit) of \$5,000 for all repairs, replacements or reimbursements which begins on the date of your first claim and continues for 12-month periods.

How do I file a claim?

It's simple! Just visit [asurion.com/amazon](https://www.asurion.com/amazon). You will need your order number and purchase date to submit a claim. You can also call us at 1-866-551-5924.

Is there a limit to the number of claims I can make?

There is no limit on the number of claims, but the total amount that will be paid to cover the cost of all claims for all products is limited to \$5,000 every 12 months from the date of your first claim.

Do I pay a service fee when I file a claim?

No, there are no service fees.