

Important information.

Please read

Thanks for repairing your device with Tesco Mobile Protect.

You need to follow the steps in this guide before sending your device to us.

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

- You send us a different device than the one insured
- The problem is different from what you've described
- There is no physical damage or fault to your device
- The device you sent us was either locked, not wiped of personal data, or tracking apps such as Find My 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
- Remove eSIM (if applicable) from Settings → General → Mobile Service → Tap the e-SIM which you want to deactivate → Select Delete eSIM or Delete Plans.
- Go to Settings → General → Transfer or Reset iPhone → Erase All Content and Settings.

For Androids:

- Backup your device using your Android or Google account
- Remove eSIM (if applicable) from Settings → Connections or Network & Internet → SIM Manager or Mobile Network → Tap the eSIM which you want to deactivate → Select Remove or Delete.
- 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.

For insurance claims, 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 and deactivate eSIM if applicable.
- ☐ 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 3290*

Email: tescomobileprotect@asurion.com

*You can call the Tesco Mobile Protect team on 0345 030 3290, 8am-9pm Monday to Friday, 8am-8pm on Saturday and 9am-6pm on Sunday. We are also open on Bank Holidays (excluding Christmas Day and Easter Sunday). Calls to 03 numbers cost the same as calls to UK landlines starting 01 and 02. Calls from landlines and mobiles are included in free or inclusive calls packages. Details correct at time of print.

