



At your service.

Sprint in-store repairs made easy.

When your phone needs to be repaired, what do you do? With or without a device protection plan in place, you can resolve a variety of issues at one of over 400 Sprint Phone Repair Centers. Simply visit sprint.com/storelocator to find an authorized Sprint Phone Repair Center near you, where many issues can be resolved the same day.

For Total Equipment Protection customers, we recommend starting your claim online since not all types of devices and damage are eligible for in-store repairs. Simply go to phoneclaim.com/sprint to file a claim and view your deductible or call **Asurion at 800-584-3666**.



At a glance pricing: Sprint Phone Repair Centers

Level	Issue	Total Equipment Protection (TEP)	No Protection (Without TEP or AppleCare+)
1	Content Management	\$0	\$0
2	Mechanical/Electrical In Warranty	\$0 for first two A \$25 service fee applies to each subsequent incident in any consecutive 12-month period.	\$75
	Mechanical/Electrical Out Warranty		Repair: \$75 Exchange: \$350
3	Cracked Screen Replacement	\$50/\$100/\$200/\$250 Service Fee (Unlimited number of claims)	\$350
	Cracked Screen Repair	\$25/\$50/\$100/\$125 Service Fee (Unlimited number of claims)	\$200
	Insurance Repair Claim	\$25/\$50/\$100/\$125 Deductible*	MSRP/CPO Purchase
	Insurance Replacement Claim	\$50/\$100/\$200/\$250 Deductible*	MSRP/CPO Purchase

*Deductibles are based on device type. For a complete deductible list visit sprint.com/protection.

Total Equipment Protection is a combination of the Equipment Replacement Program (ERP) underwritten by Continental Casualty Company, a CNA company (CNA), and administered by Asurion Protection Services, LLC, a licensed agent of CNA (In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161. In Iowa, Lic. #1001002300. In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), and the Equipment Service and Repair Program administered by Asurion Warranty Protection Services, LLC or one of its affiliates. Please see the program brochure available at any participating retail location or visit phoneclaim.com/sprint/program for complete terms of coverage. Terms and conditions are subject to change. Coverage terms may vary by state and eligibility may vary by device. All applicable taxes and surcharges are extra.



FAQs.

Your service and repair questions answered.

Are all devices eligible for repair in a Sprint Phone Repair Center?

Most phones are eligible for in-store repair. Ineligible devices include tablets, data cards, inactive phones, phones on prepaid plans and selected other devices.

How will my issue be resolved?

Every effort will be made to resolve your issue and return your original device back to you.

Whom do I contact for repair?

Customers with a Total Equipment Protection plan can start the repair process by filing a claim online 24x7 at phoneclaim.com/sprint or you can contact Asurion Customer Care at 1-800-584-3666. Hours of Operation are Monday-Friday 7am-11pm CST; Saturday and Sunday 8am-9pm CST. Customers without device protection can schedule an appointment at a Sprint Phone Repair Center by visiting sprint.com/storelocator.

Who does the repair?

All work is performed by highly trained technicians at our Sprint Phone Repair Centers or at one of our authorized repair centers. For a list of locations, please visit sprint.com/storelocator.

How do I determine if my device is eligible for repair or replacement?

If you visit a Sprint Phone Repair Center, the repair technician will evaluate your phone to determine whether or not it can be repaired in the store. When you start your claim online, we will explain the next steps, which depend upon the type of device and the nature of the damage. Cracked screens on certain devices are generally eligible for repair, as long as the device still powers on and is otherwise operational with no additional damage.

How long does a repair take?

In-store repairs are completed the same day in most cases. Mail-in repairs from an authorized repair center are generally returned within 5 days.

Is there an additional fee for repair?

For mechanical or electrical breakdown and cracked screen repairs, a service fee may apply, and varies, depending upon the tier of your device and whether or not you have a device protection plan in place. There is no limit to the number of cracked screen repairs.

For Total Equipment Protection customers with mechanical or electrical breakdown other than cracked screens, your first two repair/exchange claims are included at no additional charge. After these first two claims, a \$25 service fee applies for any future repair/exchange within a 12-month period.

For customers without a device protection plan, you will be responsible for paying the full market rate for any repair. See the Pricing table for details.

For complete details on device protection for all Sprint devices, **visit sprint.com/deviceprotection**