

FAQ's – iPhone Forever Program

Which iPhones are covered for the iPhone Forever Program?

- iPhone which is not tampered or attempted an unauthorized repair
- iPhone which is in perfect working condition determined as per diagnostic test at the time of activating of iPhone Forever service
- Program benefits will be based on the age of iPhone & model at the time of registration to the service.

Below table is an easy reckoner for type of benefits available on the devices.

iPhone Model*	Phone Age < 18 months			Phone Age > 18 months		
	Replacement	Upgrade	Repair	Replacement	Upgrade	Repair
5s	N	Y	Y	Not available	Y	Y
6/6 Plus	Y	Y	Y		Y	Y
6s/6s Plus	Y	Y	Y		Y	Y
SE	Y	Y	Y		Y	Y
7/7 Plus	Y	Y	Y		Y	Y
8/8 Plus	Y	Y	Y		Y	Y
X	Y	Y	Y		Y	Y
XS/XS Max	Y	Y	Y		Y	Y
XR	Y	Y	Y		Y	Y

* iPhone models eligible for the benefit are subject to change based on sales & service lifecycles of the devices

What is an 'Apple authorized iPhone replacement'?

- You would get the same iPhone variant (we will do our best to offer the same color) as a replacement.
- There will be no additional accessories supplied along with the device.

What kind of damages will be eligible for replacement, repair or upgrade?

The following conditions would be covered:

- Accidental physical damage and/or such damage that causes Covered Device to stop working on normal usage
- Fails to work because accidentally fluid has entered its internal circuitry, resulting into stoppage of the Covered Equipment

In an event of accidental damage when should I request for replacement, repair or upgrade?

You need to create a request on the app within 72 hours of accidental damage.

What kind of damages will NOT be eligible for replacement or upgrade?

- Any damage occurring within 21 days of Plan Activation or 90 days after every subsequent damage claim (Cooling period)
- Any damage due to careless use/negligence or intentional damage to the covered Device
- Any Device that is tampered/repared at unauthorized service centre or unauthorized modification to the Device.
- Defects covered under manufacturer's warranty.

What are the charges for this service?

- No Extra monthly charges as long as you are on 'Nirvana – Rs649' Postpaid or higher plan
- At time of damage claim: Pay handling fee of Rs.2000/+ GST
- At the time of upgrade (non-damaged device): Pay differential cost for the new iPhone.
*Differential cost: Cost of the new Device – Depreciated value of your old Device

How long is the program valid till?

The program is valid for 1 year post successful registration of the Device.
After 1 year we will automatically renew your program benefits provided your iPhone.
Program benefits will change as per the age and model of your iPhone.

How many times can I avail of these benefits during the program period of 1 year?

You can avail of your program benefits unlimited times a year.
Between each replacement & repair service done, you would need to wait 90 days before raising any other request.
Upgrade to a new iPhone can be done at any time without any waiting period after each replacement.

How do I transfer the program benefits once I get a replacement or upgraded iPhone?

The program benefits will automatically be transferred to the replacement or upgraded iPhone sent to you.
The program validity will remain as per the original date of activation.

What happens if I buy a new iPhone or change to another iPhone device from outside the program?

- You can register your iPhone Device for this service – provided the iPhone is eligible and you are still on 'Nirvana 649' or higher rental Post-paid Plan.
- The Plan benefits on the old Device will be deactivated once the Plan is transferred to the new Device.

What will happen if I move out to a lower plan than 'Nirvana 649' Postpaid Plan?

- The iPhone for Life service will be discontinued and you will not be able to enjoy any benefits of the plan.

Will the replacement device have manufacturer warranty?

- If the device had no warranty period left in the old device, the replacement device would come with a 3 month warranty
- If the old device has more than 3 months warranty left, then the same would be carry forwarded to the new device
- If you upgrade to a new Device you will get 1 year manufacturer warranty

What will the time taken for collection and replacement/repair/upgrade of device?

- You will receive the repaired/replaced/upgraded Device in 1-14 business days depending on the city & location. You will be informed of the expected time while raising a request.
- The replacement device will be packed in tamper-proof branded box. No accessories will be included in the box.
- Upgraded iPhone will come in a new sales box with all applicable accessories.

If my device is completely damaged and I don't have access to the iPhone Forever App, how can I raise my request?

- You can raise in your request for damage claim via <https://idea.servify.tech> Just enter your number, OTP and go-ahead and raise your request.

Who do I contact in-case of any issues while raising my request on the iPhone Forever App or any other issues related to the request?

- Call Servify Toll Free Number 1800-121-999-333– all days 9 am to 9 pm or email Servify at support@servify.tech
- For any issues related to Idea 649 Plan activation, you can contact Idea helpline number.