

Terms and Conditions

1. Conditions for requesting swap service

- The number of swap services available is determined by the duration of the coverage period, with a maximum of one swap permitted per year.
- Each swap is subject to a deductible of 25% of the original purchase price excluding promotion.
- Customers are required to surrender the original device, as the item will now become the property of the service provider.
- Swap services are exclusively available through iCare authorized service providers and Studio7 throughout the country.
- Upon using the service, a 12-months duration warranty will be provided starting the day the customer receives the item.
- The warranty will only cover errors and defects due to faults of the manufacturer
- The swapped device will match the original in model and storage specifications; the color may differ depending on the availability.
- Service providers reserve the right to deny the service if the customer is found to be in violation of the terms and conditions
- The items are Apple Manufacturer Genuine Device sourced from Apple

2. Conditions for requesting repair Services

- The number of repair services available is determined by the duration of the coverage period, with a maximum of one repair permit per year.
- Deductible charges are determined based on the nature of damage and the required repair as follows:
 - **Screen replacement/ back glass:** 1,000 Baht
 - **Screen + back glass:** 2,000 Baht (charged separately)
 - **Other damages:** 3,300 Baht (excluding screen/back glass)
 - **Hardware Service:** Free of charge
- iPhone SE and models earlier than iPhone 12 are not eligible for back glass replacement
- Repair services can be carried out at Apple Stores and Apple Authorized Service Providers globally.
- Same-day repair services are available in most major metropolitan areas around the world
- Service fees, repair and currency will be based on the local regulations in the case of using AppleCare service outside the country
- Coverage under hardware services includes defects in materials and workmanship affecting the device and original in-box accessories, limited to the charging cable.
- Unlimited hardware service requests are permitted within the active coverage period.

- If Apple is unable to complete the repair, the case may be referred to Cover+ for consideration of alternative service solutions.

3. Battery Coverage

- Replacement of battery is available under the condition of battery storage capability under 80%
- Battery replacement requests are unlimited, provided they fall within the plan's coverage period.
- Service for battery replacement is free of charge.

4. Conditions for Logistic services

- Devices shall be issued exclusively to the registered customers. The customers must present valid identification at the time of collection. Under no circumstances may collection be delegated or authorized to a third party.
- For door-to-door Device Repair services, delivery is typically completed within 1 day for Bangkok and Bangkok Metropolitan Region, and within 3 to 7 days for other provinces, depending on the location. The delivery timeframe begins once the item has been successfully collected from the customer.
- The stated delivery timeframes exclude official public holidays and are calculated based on business days only.

5. Terms and Conditions for Service Plan Enrollment

- The enrolled device must be manufactured exclusively by Apple Inc.
- This service plan is available only to customers who purchase their device through authorized distribution channels of Com7 Public Company Limited.
The service plan price is inclusive of Value Added Tax (VAT).
- The enrolled device must be in full working condition and free from any pre-existing damage at the time-of-service plan enrollment.
- To cancel the service plan, the customer must contact a Studio7 retail location directly.