

Q. What is 1Protect with AppleCare Services?

A. 1Protect with AppleCare Services is a program that offers 3 unique benefits such as;

- Screen replacement, accidental and liquid breakage, extended services and battery replacement plan embedded with AppleCare Services.
- No-questions asked (NQA) device switch, screen replacement, accidental and liquid breakage, extended services and battery replacement plan embedded with AppleCare Services.
- Device replacement, screen replacement, accidental and liquid breakage, extended services and battery replacement plan embedded with AppleCare Services.

Q. Who is eligible for 1Protect with AppleCare Services service plan?

A. This service is open to all customers purchasing a new iPhone device. To enrol on the Program, you need to:

- Purchase a new iPhone from Apple Authorized Retail Partners.
- You may enroll to the service plan within 60 days from the date of the purchase.

Q. What are the benefits of the 1Protect with AppleCare Services service plan?

A. The benefits of the Program include:

Device Switch

You can switch your mobile device for a Like-for-Identical or Like-for-Like for any reason anytime. Simply request for a Switch and we'll deliver your preferred selection to you in exchange for the existing enrolled device.

Device Replacement

You can opt to replace your mobile device with a Like-for-Identical or Like-for-Like. Simply request for a Replacement with the necessary documentation, and we'll deliver your preferred selection to you.

Screen Replacement

Replacement of the mobile device's front screen or back glass. Back Glass-Only repair is only available on the relevant iPhone models such as, for example, iPhone 14, iPhone 15, iPhone 16 models and iPhone 17 models. Screen-Only or Back Glass-Only Repair Service Fee are payable per service request, whichever applicable. If both screens or back glass are replaced, both the Screen-Only and Back Glass-Only Repair Service Fees are payable.

Other Repairs

If there are additional repairs required beyond the front or back screen, you may request for Other Repairs in which the Other Repair Service Fee is payable by you. If you have paid for the Screen Replacement Service Fee, the difference between the Screen Replacement Service Fee paid and the Other Repair Service Fee is payable by you.

Hardware Services

Coverage for defect in materials and workmanship that has arisen in the mobile device and its accessory (limited to charging cable only) to the extent that is provided by Apple. If the device is deemed not repairable, a Switch Device may be provided to you which is either new or comprised of new and/or previously used genuine Apple parts that have been tested and pass Apple functional requirements, of identical model, color and memory capacity. No Service Fee is payable.

Battery Coverage

Battery replacement is subjected to the battery capacity having less than 80% of its original capacity. No Service Fee is payable.

Q. What is the difference between Like-for-Identical and Like-for-Like device options?

A. Like-for-Identical

Switches your existing device with an identical model, i.e. same brand, model and color.

Like-for-Like

Provides switch like-for-like device with the same brand and model, but of different color.

Q. Can I opt to upgrade to a device of a newer generation or to higher specifications?

A. No, like-for-Identical or Like for Like option only allows you to select devices within the same generation and price range.

Q. What are the service fees for 1Protect with AppleCare Services service plan?

A. There are 4 types of fees.

Product Fee – This is the Program service plan fee paid upfront at point of purchase or within 60 days from the date of purchase.

Switch Service Fee – Service fee payable when requesting for a Switch service. The payment is payable to bolttech.

Repair Service Fee - Service fee payable when requesting for a Repair service. The payment is payable to bolttech.

Replacement Service Fee - Service fee payable when requesting for a Replacement device. The payment is payable to bolttech.

Q. What are the applicable service fees

A. The applicable service fees are as follows:

- Switch Fee: 20% of the device Recommended Retail Price (RRP).
- Replacement Fee: 25% of the device RRP.
- Screen replacement: Php 1,800.00 per screen for either front or back, or Php 3,600.00 for both screens
- Other repairs beyond screen replacement: Php 7,400.00

Q. What is the service contract term for 1Protect with AppleCare Services?

A. The service contract is an upfront payment for either 12 months or 24 months.

Q. Where can I enrol for 1Protect with AppleCare Services?

A. You can enrol to 1Protect with AppleCare Services at any Authorized Retail Partners.

Q. How do I make a service request?

A. You may file a request through to 1Protect with AppleCare Services service portal at 1protect.acs.bolttech.ph/ph

Q. What is the service request limit?

A. You are entitled to Unlimited Repair requests or 1 Switch per annum or 1 Replacement per annum subject to a minimal service fee. Switch benefit is subject to every rolling 12 months from the date of enrolment. For Replacement only program, you are entitled to 1 Replacement for the entire policy duration.

Q. What supporting document do I need to show as proof of the owner of the device?

A. For Switch, screen replacement, accidental and liquid breakage, extended services and battery replacement, we do not require any additional documents, provided that the IMEI number of the device corresponds with the IMEI number recorded during the assessment process.

For Replacement only program, you are subject to the following terms and conditions upon claims

- The Customer is required to submit a police report and a copy of a Government ID or Foreign ID within 5 (Five) calendar days of the date of the incident if the incident occurred in the Philippines.
- If the incident occurred outside the Philippines, the customer must submit an incident report issued by a regulatory agency in that country which is equivalent to a police report and Government ID or Foreign ID within five (5) days from the date of the incident
- Exclusion for Device Replacement includes mysterious disappearance and a cooling off period of three (3) months commencing from the date of enrollment.
- You shall receive the Replacement Device with no Device Accessories

Q. Can I send a representative to surrender my device for repair, switch on my behalf?

A. Yes, customers can send a representative to complete the repair or switch process on their behalf.

Before doing so, the customer should ensure that any device tracking features, such as Find My iPhone (For Apple devices) are disabled, all accounts are removed, and the device is factory reset before handing it over.

It's important to note that once the device is surrendered, the transaction is final and cannot be reversed. Switch devices are regularly shipped to our vendor's central facility. Therefore, the customer must back up or download all important messages, photos, music, and other content before trading in the device, as we will not be able to retrieve it afterward.

Q. Do I need to include the accessories (charger, headphones, etc.) that came with my old device?

A. No, customers do not need to include accessories like the charger or headphones when surrendering their device.

Q. Will I receive a receipt or proof after successfully surrendering my device? If so, what information is included?

A. Yes, customers will receive an acknowledgment email from 1Protect with AppleCare Servicest.bolttech.ph after surrendering the device. This email includes the customer's information and details of the transaction.

Q. Who can I contact should I have further enquiries?

A. You can log on to 1protect.acs.bolttech.ph/ph to submit your enquiries.