

Repair and Delivery Service Wide with AppleCare Services & iCloud+★1

Subscription to this service is only available at the time of purchase of an eligible model.

See here for details ▶

au



UQ



This service provides support in the event of incidents with your valuable iPhone or iPad, such as breakage, damage, loss or theft.

In addition to the replacement mobile phone delivery service, the service also provides wide-ranging support for peripheral devices such as smartwatches and earphones.

Official Apple support and "iCloud+ with 50 GB storage" will also be included.

Replacement mobile phone delivery service

The same model will be delivered to you in case of trouble such as breakage, damage, loss or theft.

Apply here ▼

au

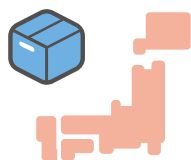


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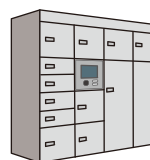
Fast! Convenient! Delivered to you the **following day in principle**★2!

(On the same day at the earliest in the Kanto and Kansai regions★2★4)



Delivered within
3 hours at the earliest
in the 23 wards of Tokyo and the
entire city of Osaka★3★4

Can be picked up at convenience stores and parcel lockers the **next day at the earliest!**



A replacement device will be delivered to your designated store or locker the next day at the earliest.

■ You pay: ¥12,900★5★6

■ Number of compensations: breakage and damage / Up to 2 times in 1 year (including Apple official support repair services), loss or theft / Up to 2 times in 1 year

Procedures to use this service

Call us: 0120-409-214 Toll-free 9:00 a.m.–8:00 p.m. (365 days a year)

1 Application

You can apply online or by phone.



2 Delivery

A replacement mobile phone will be delivered to your designated destination.



3 Various procedures upon arrival of replacement mobile phone

Please also refer to the guide included in the package for procedures after your replacement device has arrived.



★2: Excluding some areas and remote islands. ★3: A service fee of ¥3,300/delivery will be charged. Delivery within 3 hours may not be possible due to traffic or other circumstances. ★4: Conditions apply, such as time of acceptance. ★5: A separate handling fee will be charged when the SIM card is reissued. ★6: If you use an eSIM, we will uniformly reissue it so that you can start usage immediately after delivery. In this case, a separate eSIM reissuance fee will be charged. ※Return the broken phone within 14 days after you receive the replacement. If the phone's return is not confirmed, you will be charged a specified penalty. ※Battery replacement is not covered by breakage and damage compensation.

Feel even more

peace of mind as a package

Device compensation

If an eligible product purchased through au +1 collection is damaged, broken, or lost, **up to ¥30,000 (tax-exempt)** for repair or repurchase will be paid.



Benefits (up to once in 1 year)	The lowest of the repair cost, the product price at the time of purchase, and ¥30,000 (tax-exempt) will be paid
Requirements	- The product is purchased on or after the date of subscription to this service - Must be an eligible product purchased through au +1 collection - Must be within 2 years of purchase
You pay	¥3,000 (tax-exempt)

※To apply, a photograph showing the damage to the product in question, an estimate or receipt showing the cost of repair, and evidence such as a theft or loss report are required. ※Some products are only eligible for support for theft or loss. ※Separate costs may be incurred for obtaining repair estimates, etc. For details and application procedures, please refer to the au/UQ website and the attachment of Repair and Delivery Service regulations. ※Corporate accounts are not eligible.

See reverse side for official Apple support →

Monthly fee	iPhone 17 Pro Max iPhone 17 Pro iPhone Air	iPhone 16 Pro Max iPhone 16 Pro	iPhone 16 Plus	iPhone 17	iPhone 15 iPhone 16	iPhone 16e	See here for information on other models ▼
	¥2,090	¥1,980	¥1,780	¥1,690	¥1,580	¥1,550	
	13-inch iPad Pro (M4)	11-inch iPad Pro (M4)	13-inch iPad Air (M3)	11-inch iPad Air (M3)	iPad (A16)	iPad mini (A17 Pro)	
	¥1,670	¥1,470	¥1,270	¥1,070	¥990	¥970	

Other support is also available

Feel peace of mind with official Apple support!



Apple product warranty

Apple support ▶



0120-277-535

Authorized support

Support by online chat with Apple's full-time specialist Or telephone with priority access

Hardware warranty
Provides repairs for your device, battery and accessories

Repairs to damage due to negligence or accident

Up to 2 times in 1 year

[iPhone] Damage to screen or back glass only: ¥3,700*1*3
Any other damage due to negligence or accident: ¥12,900
[iPad*2] Damage to screen only: ¥3,700*3
Any other damage due to negligence or accident: ¥12,900
[iPad input device] Apple Pencil or Apple Pencil Pro, iPad keyboards by Apple: ¥3,700

Repair/replacement method

Express replacement service*3

A replacement (device) will be delivered several days after your application

Carry-in repair

Take your device to your nearest Apple Store or other Apple Authorized Service Providers for support from Apple experts

Pickup & delivery repair

A courier designated by Apple will come pick up your iPhone/iPad

*1: The service fee for back glass damage does not apply to iPhone models released before iPhone 12 or to iPhone SE. *2: All iPad models released from May 1, 2024 onward are eligible. Service fee for repairing the screen will apply only when no other damage is present. *3: When using the Express replacement service, you will be required to pay for any other damage caused by negligence or accident, regardless of the nature of the damage.

Feel peace of mind with "iCloud+ 50 GB storage"!



Keep your data as well as your iPhone safe.

See here for details ▶



Securely store all your important data such as photos, files, notes, etc.

Automatically back up your devices

Smooth and hassle-free recovery when you lose your device or get a new one

※iCloud+ 50 GB storage needs to be activated after you subscribe to this service. ※You can only claim iCloud+ 50 GB storage with this service once per Apple Account. ※If you own more than one Apple device and multiple devices are subscribed to Repair and Delivery Service Wide with AppleCare Services & iCloud+, but use the same Apple Account for all of your devices, you can only apply for iCloud+ 50 GB storage once.

Ponta Pass

(Fees apply)



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Repair Fee Refund Service

Failure and damage fees and loss and theft compensation will be supported up to 2 times a year each for up to 12,900 yen-worth of Ponta points*5*6
(failure and damage: 2 times/year; loss and theft: 2 times/year)

You need to make an application to receive support

See here for details ▶



Requirements

For users who have subscribed to Ponta Pass (¥548/month) and Repair and Delivery Service Wide with AppleCare Services & iCloud+ after their iPhone/iPad purchase

*5: 1 point is equivalent to 1 yen. *6: The number of points for iPad and Apple Pencil is different. See the au website for details. ※You can use this service up to 2 times in 1 year for each, starting from the day you use the service (application date). ※Apple Pencil used in conjunction with an iPad with Repair and Delivery Service is covered by the repair service (only one Apple Pencil). Prices are subject to change. ※Where the amount of repair fees covered or compensation for loss paid is lower than the support coverage limit, the maximum support shall not exceed such an amount. Fees must be paid after repairs are completed. You will be credited with Ponta points approximately 3 weeks after your application is submitted and reviewed. ※This offer does not apply until you make your next iPhone/iPad purchase if you re-join after canceling Ponta Pass. ※Only repairs carried out at Apple Stores and official Apple service providers are eligible for compensation. ※Restrictions may apply depending on the damage to be repaired. ※Coverage is limited to iPhones/iPads purchased from au/UQ mobile stores and their accompanying accessories. ※You are only eligible when using compensation from Repair and Delivery Service for failure, damage, loss or theft. ※This service may not be available for some customers. Please see the Ponta Pass app or website for details.

※If you purchase a new iPhone/iPad such as when upgrading to a new device or getting a new one, you may choose whether to continue with or cancel the compensation service you were using with your previous device. ※If you cancel your au contract, you may choose whether to continue with or cancel this service. ※If you change from an au plan to a UQ mobile plan or a povo2.0 plan, your subscription to this service will continue and you will be charged the monthly fee. ※The entire monthly fee will apply even if you subscribe or cancel during the middle of a month. ※The information in this flyer is current as of September 11, 2025.

Prices indicated include tax unless otherwise noted.

Inquire with store staff or visit the au website for conditions and details

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KDDI Corporation/Okinawa Cellular Telephone Company

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