

## **About Replace Plus Plan**

### **1. What is ‘Replace Plus Plan’?**

Replace Plus Plan is a value-added service program offered to customers who have purchased their CPO Device\* from CompAsia’s E-Commerce website, which allows the customers to replace their mobile device for any reason (“**Plan**”).

\* What is a CPO Device

CPO Device is a certified pre-owned mobile device that has undergone minor repairs. Each of our CPO Device goes through a 32-Step Test Process to ensure a 100% functionality before it is sold to you and each CPO Device comes with a 1-month warranty. The aesthetic appearance of the CPO Device has light scratches on the body and screen that may be visible from more than 8 inches away.

All test are done via <https://www.blancco.com/>

### **2. How many times can I replace my mobile device under the Replace Plus Plan?**

- Customer can make 1 service request within their subscription term from the date of enrollment into the plan.

### **3. Any fees payable for the program’s subscription?**

You can opt for a six (6) or twelve (12) months subscription plan, the subscription fees is to be paid in lump sum upon enrolment into the Plan.

Upon your request for a replacement of device, there will be a service request fee payable at the time of the service request is made. The request fee is based on the retail price of your mobile device. The payment is payable directly to CompAsia, the Replace Plus Plan service provider.

<b>Tier</b>	<b>Device RRP</b>	<b>6 Months - Product Fee</b>	<b>12 Months - Product Fee</b>	<b>Service Request Fee</b>
1	PHP 1 - PHP 10,000	PHP 400	PHP 700	PHP 1,170
2	PHP 10,001 - PHP 18,000	PHP 700	PHP 1,300	PHP 2,370
3	PHP 18,001 - PHP 35,000	PHP 1,300	PHP 2,500	PHP 5,270
4	PHP 35,001 - PHP 50,000	PHP 1,600	PHP 2,700	PHP 6,970
5	PHP 50,001 - PHP 70,000	PHP 2,500	PHP 3,300	PHP 8,170
6	Above PHP 70,000	PHP 3,000	PHP 4,200	PHP 11,970

### **4. Is there any contract period for the Replace Plus Plan?**

Yes. The duration of the contract period is either a six (6) or twelve (12) months term.

### **5. Where can I enroll for Replace Plus Plan?**

You can enroll for Replace Plus Plan upon purchasing CompAsia's CPO Device at the CompAsia E-Commerce website <https://compasia.com.ph/>

#### **6. Is there any hidden cost?**

There is no hidden cost. All costs of subscriptions fee and service request fee are clearly stated in Replace Plus Plan registration form and the terms and conditions which can be accessed at <https://compasia.com.ph/>

### **Eligibility**

#### **7. Who are eligible to subscribe to the Replace Plus Plan?**

This Replace Plus Plan is offered to all Philippines citizens above 18 years old with a valid national identity card who purchase a CPO Device from CompAsia E-Commerce website.

### **Making a Service Request**

#### **8. What should I do if I want to make a service request?**

You can email us at [customerservice\\_ph@compasia.com](mailto:customerservice_ph@compasia.com) between 9am and 6pm, from Monday to Friday (excluding state and national public holidays)

Please provide us with the information as stated below:

1. Full Name
2. Contact Number
3. IMEI Number
4. Make and Model

Upon a service request, you are required to return your enrolled CPO Device in exchange for a Like Mobile Device. You must turn off any personal lock security feature, delete all data from the registered CPO Device and perform a factory reset before returning it to us via our assigned courier. Our customer service representatives will advise and guide you on the process.

#### **9. Will Replace Plus accept a device if the device IMEI cannot be retrieved? Eg: cannot be switched on or device is burnt beyond recognition.**

No, we will not accept the registered CPO Device if the IMEI cannot be retrieved.

#### **10. How do I pay the service request fee?**

Upon acceptance of the service request, our customer service representatives will email you the details for the payment. Once you have remitted the service fee, please forward the receipt of payment to [customerservice\\_ph@compasia.com](mailto:customerservice_ph@compasia.com) for our processing.

**11. Do I have to be present to hand over the CPO Device and receive the replaced mobile device after replacement request is made?**

Yes, you will need to be personally present as our courier partner needs to (i) verify your identity as a subscriber of the Replace Plus Plan and (ii) register the replaced CPO device at the time of delivery.

To protect your privacy and for subsequent data restoration to your mobile device, please remember to back up your mobile device's content and perform the following steps before handing the same to our designated courier.

Step (1): Delete all user content and data from your mobile device.

Step (2): Disable all personal security pins and passwords from the mobile device.

Step (3): Perform a factory reset

We shall not be liable for any loss, misappropriation of or damage to any data or information.

**12. Do I have to provide any supporting document while making service request?**

You are not required to provide any supporting document. As long as your Replace Plus Plan subscription remains active, our customer care representative will provide you the services accordingly.

**13. Do I get a brand-new mobile device as a replacement under the service request?**

You will get a Like Mobile Device, which in comparison to the registered CPO Device, is a mobile device which:-

- may be new or refurbished;
- is of similar quality and functionality;
- if it is refurbished, it is refurbished by OEM authorized service providers;
- has same or greater memory;
- may be a different make, model or colour, and
- does not include any device accessories.

**14. Can I request for a new mobile device?**

You will not be able to request for a new mobile device as the allocation of your Like Mobile Device is based on stock availability.

**15. Can I reject the offer of a Like Mobile Device which is the same make and model but of a different colour?**

If you reject the Like Mobile Device due to colour, your service request will be cancelled. If you do not wish to accept the Like Mobile Device offered for any reason (not being colour), you may be offered the option to wait for up to 30 days subject to our discretion and on a goodwill basis.

**16. What happens if stock is available during the 30 days wait period?**

Our customer service representatives will contact you once stock is available.

**17. What happens if there is still no stock after the 30 days wait period?**

If there is still no stock after 30 days, our customer service representatives will contact you to offer another Like Mobile Device (may be same make/different model or different make/different model as compared to your mobile device).

If you reject the offer of a Like Mobile Device, your service request will be cancelled.

**18. Is there a warranty period for the replacement mobile device and what does it cover?**

You are entitled to a one (1) month warranty for each Like Mobile Device against manufacturer malfunctions and defects that runs from the date of acceptance of the Like Mobile Device. You may request for the warranty service for a Like Mobile Device by emailing us at customerservice\_ph@compasia.com, between 9 am and 6 pm, from Monday to Friday (excluding state and national public holidays). Your request for warranty service will be handled in the same way as a Service Request except that there is no limitation to claim for such warranty service so long as the request is made within the warranty period and there is no service fee imposed.

**19. The mobile devices are already covered under the manufacturers' warranty. Why should I sign up for Replace Plus Plan?**

Warranty programs typically cover manufacturers' defects only. Replace Plus Plan allows you to replace your CPO Device for any reason if it is the registered device

**Delivery timing**

**20. When will my device be delivered?**

Your device will be delivered within ten (10) working days from the date that the Service Request Fee is paid. The delivery is only within Philippines. Please refer to the table below for other location.

<i>Delivery location</i>	<i>Service Request received</i>	<i>Delivery time~</i>
<b>PHILIPPINES</b>	9am – 6pm, Mon -Fri (business days)	Up to 10 working days

\* For request submitted after 6pm, delivery will be on the next working day excluding Sundays and public holidays. For delivery that does not fall on a business day, the delivery will occur on the next Delivery Day.

# On a best effort basis – the Call Centre will provide the estimated delivery time.

## **Termination**

### **21. Can I request to terminate my Replace Plus Plan?**

Yes, you can. However, once terminated you will not be able to re-enroll into the Replace Plus Plan under the same mobile device again. There will be no refund for the subscription fees that has been paid during the enrolment.

### **22. Can I request for transfer of subscriber? What will happen to my Replace Plus Plan?**

No. Replace Plus service is non-transferable. It will be ceased and terminated if the registered CPO Device is transferred or sold to a third party.

### **23. Can I request to change my mobile number? What will happen to my Replace Plus Plan?**

Yes, you can. Your Replace Plus Plan will remain and active. You will be required to notify the change of the mobile number by emailing the Replace Plus team at customerservice\_ph@compasia.com between 9am and 6pm, from Monday to Friday (excluding state and national public holidays).

Please provide us with the information as stated below:-

1. Full Name
2. Old Contact Number & New Contact Number
3. IMEI Number