

A man with short dark hair and glasses is smiling while looking at a smartphone he is holding with both hands. He is wearing a white t-shirt under a dark denim jacket. The background is a blurred outdoor setting with a building. A large blue diagonal graphic element is on the left side of the image.

**NETSTAR**

A SUBSIDIARY OF ALTRON

**NETSTAR SCREEN FIX**

**MAKING SCREEN REPAIRS  
MORE CONVENIENT**

# LESS HASSLE, MORE SCREEN TIME

Netstar Screen Fix is our hassle-free screen repair service that takes the pain out of having your smart device's screen fixed. It is not an insurance product, but instead a monthly repair service subscription – ensuring that you're always prepared & protected.

👍 Added peace of mind

🛡️ Better protection

✅ More convenience

## NETSTAR SCREEN FIX

Our quick & easy **SCREEN REPAIR SERVICE** for your smart mobile devices.

MONTHLY CONTRACT:

| **R 45**<sup>p/m</sup> | For 1 smart device

### YOU GET

- 📱 2 x R1500 claims towards screen repair (Annually)
- 🔧 Access to a national network of approved repairers
- 📦 Device collection & delivery via courier





# HOW IT WORKS

Each membership plan covers one smart mobile device. If you have more than one device, simply take out multiple plans each with its own membership number.

## Registering your device

On sign-up, simply send us a photo of your working and undamaged device (tablet or smartphone) via **WhatsApp: 074 235 9669** or email: **claims@sfix.co.za**

Remember to include your device's **IMEI number**, which can be located by dialling **\*#06#** on your device. Once received, we will confirm your membership via WhatsApp.

## Claiming a repair

After a 90-day waiting period and once your 3rd debit order has been successful, you will be able to submit a claim. We will lodge your repair with our national network of approved repairers and collect your device via courier.

**Call:** 031 941 1208 (Mon-Fri, 08:00-17:00)

**WhatsApp:** 074 235 9669

**Email:** claims@sfix.co.za





## TERMS & CONDITIONS

The Netstar Screen Fix service offers access to the replacement of the screen on your covered smart mobile phone and/or tablet and/or smart watch. As a member you are offered access to our national panel of reputable smart device repairers.

### 1. INCLUSIONS

- 1.1 The benefit covers two repairs per annum at a maximum of R1500.00 (One thousand five hundred Rands) per incident/repair. This cover is limited to the screen replacement of the covered device because of accidental damage while being utilised in South Africa.
- 1.2 Eligible gadgets: Covered smart mobile phones, tablets and smart watches which are available for re-sell in South Africa.
- 1.3 The device make, model and IMEI numbers are required on all covered devices.
- 1.4 All reasonable precautions need to be taken to protect the device(s) from damage including a screen protector cover.
- 1.5 If the cost of replacement of the screen is greater than R1500.00 per incident per covered device, the difference in cost will be payable by the account holder upfront prior to the device being repaired.

### 2. EXCLUSIONS

- 2.1 Damage which existed prior to membership. This means the screen needs to be undamaged prior to taking the product. Pre-existing damage will not be covered.
- 2.2 Cosmetic damage (normal aging scuff marks and abrasions).
- 2.3 Claims due to wear and tear, where wear and tear is defined as the ongoing weakening/deterioration which results naturally from usage.
  - 2.3.1 Damage caused by abuse, vandalism, neglect or wear and tear as listed in point 2.3.
  - 2.3.2 Damage which occurs outside the borders of the Republic of South Africa or to a device not available in the Republic of South Africa.
  - 2.3.3 This membership does not provide for a loan device.
  - 2.3.4 Cash refunds to members are excluded.
- 2.4 Claims within the first 90 days of membership activation, with all premiums for the term being successfully collected.

### 3. HOW TO CLAIM

- 3.1 Members will dial the dedicated contact centre number to log an incident.
- 3.2 The Netstar Screen Fix agent will verify paid membership against the database.
- 3.3 The member will be contacted to inform them of any costs of the repair which exceeds the cover limit as per the benefit provided and/or the excess if applicable.
- 3.4 The verified member is provided the estimated date and time of collection via courier at their permanent business or home address.
- 3.5 The agent provides the repair centre with the verified member's contact and device details.
- 3.6 The device is assessed, and a damage report is drawn up and sent to Netstar Screen Fix.
- 3.7 Netstar Screen Fix will follow up with the repair centre after the agreed repair time and inform the member when the device will be delivered via courier.



# TERMS & CONDITIONS

## 4. OPERATIONAL TERMS & CONDITIONS

- 4.1 An unedited photo image of the working phone, tablet or smart watch, including the IMEI number displayed on the untarnished screen must be sent via WhatsApp to 074 235 9669 or email to [claims@sfix.co.za](mailto:claims@sfix.co.za). The IMEI number can be obtained via the USSD Code (\*#06#).
- 4.2 Your Netstar Screen Fix service will be activated after your first successful debit order on your current debit date whether the policy holder has successfully submitted his/her IMEI number/serial number or not.
- 4.3 Onus resides with the policy holder to submit the covered device(s) IMEI number/serial number and further requirements as listed in 4.1 above, within 24 hours of signing up to the service. Failure to provide us with the abovementioned information will result in you not being able to claim and use the service.
- 4.4 The contact centre number for claims during office hours (Monday to Friday, 08:00 to 17:00) is 031 941 1208 or WhatsApp to 074 235 9669 or email [claims@sfix.co.za](mailto:claims@sfix.co.za).
- 4.4.1 If the member claims within the first twelve (12) months, the excess payable for that claim will be the balance of the premiums owed for the remainder of the payment year (12 months).
- 4.4.2 There will be no excess payable when a claim is made by the client if the client does not claim within the first twelve (12) months, however all premiums will need to have been collected.
- 4.4.3 There is a three (3) month warranty in place for all screen replacements completed. This covers mechanical failure only.
- 4.4.4 Your first premium will be deducted on the day you selected from your bank account as well as your on-going premiums thereafter.
- 4.5 If we do not collect your monthly contribution, we may debit you on another date, up to a maximum of 4 times using a bank tracking facility.
- 4.6 If you miss a payment, we may double debit you the following month.
- 4.7 Should your debit date fall on a public holiday or over a weekend, we will debit you on the previous weekday.
- 4.8 The reference on your bank statement will reflect Netstar Screen Fix for easy identification of the debit order.
- 4.9 You have authorised Netstar Screen Fix to issue and deliver payment instructions to your banker for collection against your bank account on condition that the sum of such payment instruction will never exceed your obligations as agreed in the contract/agreement.
- 4.10 Should you miss your debit order and we fail to collect your premium, your claim will not be processed. Your claim will be cancelled should Netstar Screen Fix not receive all consecutive payments for the term your contract has been active.
- 4.11 Should the member not have a pending claim and remedied the arrears account, cover will re-instated, with another waiting period of 90 day. All premiums must have been successfully received by Netstar Screen Fix.
- 4.12 In the event a member has a claim, but the account is in arrears and/or all premiums have not been received by Netstar Screen Fix, the claim will be repudiated, and the client will have to repair the device at own cost.
- 4.13 Once repaired, the member must provide proof of repair by sending a photo of the device to Netstar Screen Fix reflecting the IMEI number. On receipt of the proof of repair the cover will be re-instated, with a waiting period of 90 days.



**SIGN UP TODAY**

**[www.netstar.co.za](http://www.netstar.co.za)**

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**CALL 031 941 1208**

Office hours only for claims