Sunrise Flex Upgrade

For all devices with a device plan:
- Comprehensive insurance against damage and theft
- AppleCare Services and iCloud+ included (only for Apple iPhones)
- Option to change or upgrade a device while the device plan is active.

Options for device plans

	Option fee					
Insured device	iPhone with an original value of up to CHF 899.–	iPhone with an original value between CHF 900.– and CHF 1,399.–	iPhone with an original value between CHF 1,400.– and CHF 2,500.–	Devices with an original value up to CHF 899.–	Devices with an original value between CH 900.– and CHF 1,399.–	Devices with an original value between CHF 1,400.– and CHF 2,500.–
Option fee	CHF 10.– per month	CHF 15.– per month	CHF 20.– per month	CHF 7.50 per month	CHF 12.50 per month	CHF 17.50 per month

	Insurance against damage and theft
Insured devices	Smartphones, tablets, and smartwatches («devices») of all brands purchased with a 24-month device plan, with or without Smart Upgrade, can be insured. Important: You must purchase a separate option for each device.
Insurance cover	The maximum insurance cover per device is CHF 2'500.–.
Eligible persons	Persons eligible to make claims are those who are using the insured device with a Sunrise mobile phone contract as the contract owner or authorised user. Important: if ownership of the insured device is transferred to a different person, the insurance contract is not transferred to the new owner.
Insured events and damage	The insurance covers theft and any damage caused by sudden or unforeseeable external influences (impact, blow, pressure, fire, heat, water, moisture) that make it impossible to use the device as intended.

	Insurance against damage and theft
Events that are not insured	The insurance does not cover damage caused by natural wear and tear or abrasion, oxidation / battery (leaks, improper use, etc.) / failure to follow the instructions for use provided by the manufacturer / use of non-original accessories or accessories from a different manufacturer (e.g., power cable) / modification of the original features of the insured mobile / grossly negligent or intentional actions by the eligible person / repair, maintenance and/or cleaning activities / abandonment, misplacement and loss / confiscation by authorities, regardless of whether the mobile is confiscated due to illegal actions or not / viruses / commission of crimes, offenses or misuse by the eligible person as defined by the general terms and conditions of the provider or attempts to do so / damage caused by war, unrest, natural disasters / incidents with biological or chemical substances, pressure and sound waves / Losses covered by the manufacturer's or seller's warranty or liability. / Losses that had already occurred at the time of the commencement of the insurance coverage. / Losses where, if the insurer refuses to provide benefits, any costs for the return of the damaged insured device sent for repair must be borne by the insured person.
Damage that is not insured	The following forms of damage are not insured: Material or manufacturing defects / technical faults if covered by warrantee or if these cannot be attributed to external influences / scratch, impact and abrasion damage / deformations that do not impair functionality / discolouration / data damage, data loss / damage causing a devaluation and pure financial losses, loss of use, data loss, shipping and transport costs (return, repair, etc.) / software damage / defective batteries / indirect damage caused by an insured event (financial losses, loss of use, income loss, expenditures, etc.) / Theft occurring whilst the insured person or anyone permitted to use the device commits or attempts to commit a criminal offense. / Loss (other than theft), unexplained disappearance, or misplacement of the device. / Damage to the casing or external parts of the insured device, provided its correct functionality is not affected.
Insurance company	Flex Upgrade is an insurance solution provided by Chubb Versicherungen (Switzerland) AG, Bärengasse 32, 8001 Zurich, under a collective insurance agreement with Sunrise. Insured persons are entitled to claim insurance benefits directly from Chubb.
Reporting damage	Always report your damage to Chubb. You can do so in a few easy steps: online or by phone from Mon.–Fri. 8:00–20:00 and Sat. 9:00–18:00 at +41 58 400 7997
Claims processing	In the event of damage, the insurer will cover the repair costs up to CHF2'500.–. Any damage beyond this must be borne by the customer. Alternatively, it is at the insurer's discretion to replace the damaged or stolen device with an identical (or, if this is not possible, a similar) new or like-new device. A cash settlement is not possible. Compensation for consequential damage caused by the loss of files stored on the device is excluded.
Excess	In the event of repair of an insured device or replacement of a stolen device, the customer will have to pay an excess per repair event and depending on the price of the device. Price of the device: up to CHF 899.99 – Excess: CHF 50.– Price of the device: Between CHF 900.– and CHF 1,399.99 – Excess: CHF 100,00.– Price of the device: Between CHF 1,400.– and CHF 2,500.– – Excess: CHF 150.– The device price is the purchase price of the device, excluding discounts, as indicated in the offer or device plan.

	Insurance against damage and theft
Chubb Versicherungen (Schweiz AG) & TCE	Chubb provides damage and device insurance to customers as part of the collective insurance agreement with Sunrise. The general insurance conditions (TCE) of Chubb Versicherung (Schweiz) AG also apply.

	AppleCare Services (for iPhone only)
AppleCare services and iCloud+	Flex Upgrade for iPhone includes service and support from Apple, including certified repairs at Apple Stores and through authorised Apple Service providers, as well as priority assistance from Apple Support. For the duration of the Flex Upgrade option, you also have 50 GB of free iCloud+ storage free of charge.
Service and support	The scope of service and support can be found here: getsupport.apple.com
Claim notification and claim support	Always report your damage to Chubb before having your device repaired through AppleCare services.
Provider	AppleCare services and iCloud+ are provided by Chubb Versicherungen (Schweiz) AG.
Chubb Versicherungen (Schweiz AG) & TCE	Chubb provides Apple Care services to customers as part of the collective insurance agreement with Sunrise. The general insurance conditions (TCE) of Chubb Versicherung (Schweiz) AG also apply.

	Device switch / upgrade services
Upgrade conditions	Flex Upgrade allows you to switch devices during the duration of a 24-month device plan by returning the old device and purchasing a new device with a 24-month device plan. Upon return of the old device, any outstanding instalments (due date), including the remaining rate for Smart Upgrade, will be waived. Smart Upgrade customers can also upgrade during the financing of the remaining rate in months 24-36 after purchasing the device. After the device plan has been fully paid off, the Flex Upgrade option remains active and acts as a damage and theft insurance. However, the upgrade benefit is only available for devices on an active device plan. Conditions for a device exchange are payment of all previously due instalments of the old device plan and that the returned device be owned by the customer and not encumbered by third-party rights (e.g., pledged).

	Device switch / upgrade services
Switching devices via the Sunrise Online Shop	If you wish to exchange a device via our Online Shop, please do the following: 1. First, select the new device and sign up for a new 24-month device plan. 2. After signing up for the new device plan, make a preliminary assessment of the condition of the old device, accept the terms of the device exchange online and initiate the order. 3. The new device will be mailed to you by post with a pre-paid package. You must return the old device to our service partner in this package within 14 days. 4. Our service partner will check the old device and make a definitive assessment of its condition. If the condition of the old device is not rated as «good» according to the criteria below, you will be notified and invoiced for a devaluation compensation. 5. Any instalments not yet due, including the remaining rate for Smart Upgrade, will be waived. <u>Important:</u> • If you do not return the old device within 14 days (postmark), the device-exchange order will be cancelled. The new device plan you signed up for remains in effect. • The assessment of the device condition by our service partners is definitive. If your device does not meet the «good» criterion, you will be billed for a devaluation compensation. It is not possible to cancel the device return or the new device plan.
Switching devices at a Sunrise shop	If you want to exchange a device at a Sunrise shop, proceed as follows: 1. First, select the new device and sign up for a new 24-month device plan. 2. After completing the new device plan, make a preliminary assessment of the condition of the old device together with the employee, agree to the terms of the device exchange and initiate the order. 3. The new device will be handed over to you directly in the shop or sent to you by post. In any case, you will receive a pre-paid package in the post. You must return the old device to our service partner in this package within 14 days. Alternatively, you can return your old device directly to the shop. 4. Our service partner will check the old device and make a definitive assessment of its condition. If the condition of the old device is not rated as «good» according to the criteria below, you will be notified and invoiced for a devaluation compensation. 5. Any instalments not yet due, including the remaining rate for Smart Upgrade, will be waived. <u>Important:</u> • If you do not return the old device within 14 days (postmark), the device-exchange order will be cancelled. The new device plan you signed up for remains in effect. • The assessment of the device condition by our service partners is definitive. If your device does not meet the «good» criterion, you will be billed for a devaluation compensation. It is not possible to cancel the device return or the new device plan.

	Device switch / upgrade services
Switching devices by phone through the customer service.	If you would like to exchange a device by phone through our customer service (0800 707 505), proceed as follows: 1. First, select the new device and sign up for a new 24-month device plan. 2. After signing up for the new device plan, make a preliminary assessment of the condition of the old device together with the employee, agree to the terms of the device exchange by phone and initiate the order. 3. The new device will be mailed to you by post with a pre-paid package. You must return the old device to our service partner in this package within 14 days. 4. Our service partner will check the old device and make a definitive assessment of its condition. If the condition of the old device is not rated as «good» according to the criteria below, you will be billed for a devaluation compensation. 5. Any instalments not yet due, including the remaining rate for Smart Upgrade, will be waived. Important: • If you do not return the old device within 14 days (postmark), the device-exchange order will be cancelled. The new device plan you signed up for remains in effect. • The assessment of the device condition by our service partners is definitive. If your device does not meet the «good» criterion, you will be billed for a devaluation compensation. It is not possible to cancel the device return or the new device plan.
Stolen devices	If your device has been stolen, you must report the theft to the local police within 48 hours of discovering the theft. Additionally, you need to submit a claim to Chubb Versicherung (Schweiz) AG within 14 days of the theft. You can place the stolen upgrade order before receiving claim acceptance from Chubb, but the order will only be processed if Sunrise receives the claim acceptance within 14 days after placing the upgrade order. If the claim acceptance takes longer, a new stolen upgrade order must be placed. You can file a claim in a few easy steps: online or by phone from Mon.–Fri. 8:00–20:00 and Sat. 9:00–18:00 at +41 58 400 7997
Device status «good»	The old device you return must be in as-new cosmetic and functional condition. This means: no cracks, breaks or deformation; no damaged, broken or missing parts belonging to the device; no bumps or dents; no discolouration; no moisture or liquid damage. In addition, the device must be in a technically completely intact condition. This means that the device can be used without restrictions; no functional or mechanical problems/defects; no display discolouration, pixel errors, spots/shadows or burned screens; no active involvement in device management (MDM, DEP, etc.), and it must have at least 80% remaining battery capacity.

	Device switch / upgrade services
Devaluation compensation	If the returned device does not correspond to the device condition «good», compensation for the devaluation may be billed depending on the price of the device. Price of the device: up to CHF 899.99 — Devaluation: CHF 50.– Price of the device: Between CHF 900.– and CHF 1,399.99 — Devaluation: CHF 100,00.– Price of the device: Between CHF 1,400.– and CHF 2,500.– — Devaluation: CHF 150.– The device price is the purchase price of the device, excluding discounts, as indicated in the offer or device plan.
Deactivating locking mechanisms	The old device must be free of any locking mechanisms that need to be deactivated, otherwise Chubb is entitled to terminate the Flex Upgrade service. Locking mechanisms include PIN locks, biometric locks, «Find my», «iCloud» account binding or other locking mechanisms that must be deactivated by you before handing over the device. Important: If these locking mechanisms are not disabled, we may refuse the return of the old device and cancel the order. The new device plan you signed up for remains in effect.
Chubb Versicherungen (Schweiz AG) & TCE	Chubb offers upgrade services to customers as part of the collective insurance agreement with Sunrise. The customer agrees to transfer ownership to Chubb upon return of the device. In return, Chubb will take over the outstanding instalments of the old device plan as part of a debt-assumption agreement, and Sunrise will exempt the customer from paying these instalments. The general insurance conditions (TCE) of Chubb Versicherung (Schweiz) AG also apply.

	Contract duration
Available for	The Flex Upgrade option is available for smartphones, tablets, and smartwatches of all brands purchased with a 24-month device plan with or without Smart Upgrade
Purchasing and activating the option	The option can be purchased directly upon completion of the device plan or within 28 days after receiving the device in My Sunrise.
Start of insurance protection	The insurance cover begins on the date of the purchase of Sunrise Flex Upgrade, when you join the collective insurance contract. In the event of number porting, insurance cover will only start after activation/completion of the porting process.
Minimum duration	None.
Option cancellation	The option can be terminated at any time with one month notice period. Once cancelled, the option cannot be activated again for the same device. The option and insurance cover end upon termination of the mobile subscription associated with the relevant device plan, or upon termination or cancellation of the device plan.
Cancellation/termination	• Online at sunrise.ch/mysunrise • At any Sunrise shop • By contacting our call centre: 0800 707 505

	Miscellaneous
Additional information	You can find useful information and more options for your product at sunrise.ch/support
Support	Technical phone support is available free of charge by calling 0800 707 707.
Contracting parties	The contracting parties to the collective insurance contract are Chubb Versicherungen (Schweiz) AG (hereinafter referred to as «Chubb» or «Insurer») and Sunrise LLC («Sunrise») as the policyholder. Sunrise customers who purchase a smartphone, tablet, or smartwatch with a 24-month device plan or Smart Upgrade can join the collective insurance policy as an insured person.
Components of the contract	This fact sheet is for information purposes only. The applicable general insurance conditions (TCE) of Chubb Versicherungen (Schweiz) AG apply. These take precedence over the information in this fact sheet and contain more detailed insurance conditions. Please pay particular attention to the policyholder's obligations in the event of a claim. All documents are available at www.sunrise.ch/gtc.
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