

Terms and Conditions

Program Summary

All inc GST	1 year Armour+ Visor	2 year Armour+ Visor
Subscription Fee	\$67	\$117
Refresh Fee	\$39	\$39
Overhaul Fee	N/A	N/A
Refresh Requests	1	2
Overhaul Request	0	0
Screen Protector Installations	2	3
Complimentary Screen Protector	1	2

Please note that this is only a summary and not a full Program description. The Program is subject to the full terms & conditions, exclusions and limitations that are not listed here. You must read the Program terms & conditions to understand the services provided to you. By enrolling into the Program you confirm and that you have read and understood and accept the Terms & Conditions.

1. Armour+ terms, acceptance and interpretation

- 1.1 Armour+ is provided in accordance with the following definitions, terms, exclusions and conditions (**Terms and Conditions**).
- 1.2 The Terms & Conditions were prepared on 4 July 2025.
- 1.3 You acknowledge that you have read and fully understand these Terms & Conditions. Your use of the Program, upon the Start Date, constitutes acceptance to be bound by these Terms & Conditions as may be amended from time to time in Coverli's full discretion.
- 1.4 Words in bold are defined in clause 2 or within the context that they appear.
- 1.5 A reference to "you" and "your" means the customer who seeks to enrol or has enrolled in the Program.

2. Definitions

ACL means the Australian Consumer law, being Schedule 2 to the *Competition and Consumer Act 2010* (Cth).

Approved Accessory means an accessory that is listed on the approved accessory list found on the Armour+ website.

Armour+ means the Program as outlined in these Terms & Conditions.

Authorised Service Centre means a repair service centre authorised by Coverli to complete Device Refresh Requests and Overhaul Requests.

Business Day means a day other than a Saturday, Sunday or public holiday in Melbourne, Victoria or the location where the Repair Services are performed.

Claimed Registered Device means a Serviced Registered Device that is the subject of a Warranty claim.

Consumer Guarantee means the consumer guarantees contained within Division 1, Part 3-2 of the ACL.

Coverli means Coverli Pty Ltd ACN 685 009 625.

Coverli Portal means an on-line web portal, which Subscribers will use to lodge Overhaul Requests and Refresh Requests and carry out other tasks in relation to the Program.

Device means an Australian delivered mobile wireless device that:

- (a) has a display screen;
- (b) supports one or more wireless networks; and
- (c) is operated using voice, or touch,

but does not include any Device Accessories.

Device Accessory or **Device Accessories** means anything that is either provided or sold separately to be used together with a Device.

Eligibility Criteria mean the criteria to be eligible to participate in the Armour+ Program as set out in clause 3.

Eligible Device means a supplied Device by you:

- (a) that is eligible to be registered in the Program at the time of purchase or transfer;
- (b) that is in good functioning order, meaning it is not, broken, not working, damaged or defective; and
- (c) that is under warranty or Consumer Guarantee, the details of which (including the IMEI) you have reported to Coverli through the Coverli Portal.

Enrolment Fee has the meaning given to that term in clause 6.1.

Entitlement means the applicable entitlement of your Subscription as set out in clause 5.

Fee means the fees set out in clause 6, and **Error! Reference source not found..Good Working Order Device** means a Registered Device that:

- (a) is in good working order;

- (b) does not have any damage other than minor scratches, scuffs, or cosmetic marks to the side and/or back of the Registered Device; and
- (c) operates normally, as a reasonable consumer would expect, including that it boots into the Main Screen, physical buttons operate as described by the manufacturer, and the Registered Device can make phone calls, and receive and transmit data.

GST has the meaning given in *A New Tax System (Goods And Services Tax) Act 1999* (Cth).

Hardware Modification means any modification made to a Device's hardware not performed or authorised by Coverli, including the removal, swap, or interchange of parts.

IMEI means the international mobile equipment identity number of a Device.

Law includes:

- (a) any law, statute, regulation, ordinance, by-law, order or proclamation, and the common law; and
- (b) any authorisation, ruling, judgement, order, decree or other requirement of any authority.

LCD means liquid crystal display.

Limit has the meaning given to that term in clause **Error! Reference source not found.**

Mail-in Service means the service where a Subscriber mails to Coverli their Registered Device, using an eLabel and secure packaging, for a Refresh Request or Overhaul Request.

Main Screen means for:

- (a) single screen devices, the only screen on the Device;
- (b) multi-screen flip devices, the internal folding screen that is the Device's main display; and
- (c) multi-screen folding devices, the larger inner screen that is the Device's main display,

but does not include the exterior displays on a Device.

Modification or **Modified** means Software Modification or Hardware Modification or both.

No-Request Period means the period of 7 days from the Start Date to which the Customer cannot make a Request.

Personal Information means information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not;
- (b) whether the information or opinion is recorded in a material form or not; and
- (c) any additional meaning afforded under the Privacy Act.

Post-Purchase Declaration means a physical or web form completed by you, within thirty (30) days of receiving a request from Coverli via email to complete the declaration, regarding the condition of your Eligible Device.

Privacy Act means the *Privacy Act 1988* (Cth), as amended from time to time.

Privacy Laws means all applicable Laws which relate to the privacy and management of Personal Information (including the Privacy Act, and any applicable legislation with similar objectives).

Privacy Policy means the Coverli privacy policy, which may be amended from time to time at Coverli's sole discretion.

Program means Armour+ programs as described in these Terms & Conditions offered by Coverli.

RA means return authorisation.

Refresh means the following services performed on a Registered Device:

- (a) replacement of the Main Screen or LCD (as necessary);
- (b) buff and polish to remove scuffing and help to enhance surface shine;
- (c) detailed clean;
- (d) diagnostic testing to assess if the device has technical faults.

Refresh Fee means the fee set out in clause 6.2.

Refresh Request means a request for a Refresh permitted under these Terms & Conditions.

Registered Device means an Eligible Device that Coverli has registered with reference to its IMEI for the Program in accordance with these Terms & Conditions.

Replacement Screen Protector means providing a Screen Protector for the Registered Device.

Request means either or both a Refresh Request.

Screen Protector means a thermoplastic polyurethane or tempered glass screen protector suitable for the Registered Device.

Screen Protector Installation means the process of:

- (a) cleaning the screen; and
- (b) applying the Screen Protector onto the Device.

Serviced Registered Device means a Registered Device that has been the subject of a Refresh or Overhaul by Coverli.

Software Modification means modification made to a Device's operating system and includes software modification, which includes but is not limited to "jail-breaking" and "rooting".

Start Date means the date when the Subscription is purchased and activated pursuant to clause 4.1.1.

Subscriber means a subscriber to the Program, who has complied with all eligibility criteria and has been accepted into the Program.

Subscription means your subscription to the Program, pursuant to these Terms & Conditions and your Agreement with Coverli.

Term means the applicable term of your Subscription as set out in clause 5.

Terms & Conditions means the terms & conditions contained within this document, including all schedules and annexures attached (if any).

Walk-In Service means the service where a Subscriber brings in their Registered Device to a Coverli Authorised Service Centre for a Refresh or Overhaul.

Warranty means the terms of the warranty as set out in clause 14.

3. Eligibility

3.1 To participate in the Armour+ Program, you must:

3.1.1 be a resident of Australia;

3.1.2 own an Eligible Device; and

3.1.3 make your application at the time of your purchase of an Approved Accessory;

(Eligibility Criteria)

4. Enrolment

4.1 Acceptance, Rejection, and Start Date

4.1.1 If you have met the Eligibility Criteria, you will be enrolled into the Program. Your Participation in the Program starts on the date that you purchase and activate your Subscription in the Coverli Portal.

4.1.2 If your application to enrol into the Program is unsuccessful, we will notify you of this (via email, phone, or SMS) within 30 days of your application date.

4.1.3 In addition to the Eligibility Criteria, your application may be unsuccessful:

(a) if you have previously been rejected from the Program or terminated from the Program;

(b) if you make an application to enrol and fail to meet the Eligibility Criteria; or

(c) for any other reason in Coverli's reasonable discretion.

4.1.4 Your application into the Program may be rejected or your Subscription to the Program may be terminated within 30 days of your application date if any of the Eligibility Criteria are not met or are found to be false. We will refund your Enrolment Fee if you are rejected from enrolling.

4.2 The Device you enrol into the Program with at the Start Date will become your Registered Device.

- 4.3 You can enrol multiple Devices. Each Eligible Device will need to be enrolled under a separate Subscription, and each Device will be an additional Registered Device. Each additional Eligible Device will be charged the applicable Enrolment Fee and each Subscription will have its own set of Entitlements separate from any other Eligible Devices' Entitlement.

5. Program overview

Subject to your chosen Program option and these Terms & Conditions, Armour+ entitles you to the following:

Program option	Term	Payment	Fees (inc GST)	Entitlements
Armour+ visor (2 year)	24 months	Upfront	Subscription - \$117 Refresh Fee - \$39 Screen Protector Installation \$0.00 Replacement Screen Protector - \$0.00	<ul style="list-style-type: none">• Three (3) Screen Protector Installations;• Two (2) Replacement Screen Protectors; and• Two (2) Device Refresh for any reason.
Armour+ visor (1 year)	12 months	Upfront	Subscription - \$67 Refresh Fee - \$39 Screen Protector Installation \$0.00 Replacement Screen Protector - \$0.00	<ul style="list-style-type: none">• Two (2) Screen Protector Installations; and• One (1) Replacement Screen Protector; and• One (1) Device Refresh for any reason.

6. Fees & Charges

6.1 Enrolment Fee

- 6.1.1 Upon submitting your enrolment application, you shall pay Coverli the applicable Fee for the selected Program. This Fee will be communicated to you prior to the completion of your enrolment application.

6.2 Refresh Fee

- 6.2.1 For any Refresh Request submitted under these Terms & Conditions, the applicable Refresh Fee will be communicated to you immediately prior to the commencement of the Refresh service.

6.3 Incorrect Device

- 6.3.1 If the Device you submit for either an Overhaul or a Refresh is not the Registered Device, you are responsible for retrieving the Device at your own expense. Coverli will not authorise or perform any work on any device that is not the Registered Device.

6.4 Modified Devices

- 6.4.1 If you submit a Registered Device that has been Modified, Coverli may reject the Overhaul Request or Refresh Request. If the Request is rejected, the Overhaul Fee or Refresh Fee, as applicable, will be refunded to you, and the Device will be returned. The Request will be deemed cancelled.

6.5 **GST**

- 6.5.1 All fees specified in these Terms & Conditions are inclusive of GST. In the event of a change in the applicable GST rate, Coverli reserves the right to adjust the fees and prices accordingly. Should such an adjustment occur, Coverli will provide you with 30 days' prior written notice via email before any Fee increase takes effect.

7. **Refresh Request (Armour+ visor Subscribers)**

- 7.1 You may make a Refresh Request by using the Coverli Portal or in-person at an Authorised Service Centre, subject to the No-Request Period.

7.2 **Limit**

- 7.2.1 Applicable limits for each Subscription option are:

- (a) for a 24-month Subscription, you are entitled to a maximum of two (2) Refresh Requests in the 24-month period from the Start Date. For the avoidance of doubt, if a Refresh Request is made, it will reduce your Refresh Request limit by one;
- (b) for a 12-month Subscription, you are entitled to a maximum of one (1) Refresh Request in the 12-month period from the Start Date. For the avoidance of doubt, if a Refresh Request is made, you will not be able to make another Refresh Request.

7.3 **Acceptance**

- 7.3.1 Your Refresh Request will only be accepted if:

- (a) you are enrolled in the Program as at the date you make the Refresh Request;
- (b) you have a Registered Device;
- (c) you answer our questions truthfully about the Registered Device's condition to determine if it is eligible for a Refresh;
- (d) the IMEI of the Registered Device, your name, and your mobile phone number must correspond with the information given by you at the time of enrolment into the Program, or as subsequently updated in accordance with the Terms & Conditions;
- (e) you are within the applicable Limit of your Subscription as detailed in clause 7.2;
- (f) Coverli has no reasonable grounds to believe that the Registered Device has been transferred, retailed, sold, hired, leased, or lent to another person;
- (g) the Registered Device has not been Modified;
- (h) You provide any additional information reasonably requested by Coverli in the form of a Post-Purchase Declaration;
- (i) Coverli has no reasonable grounds to believe that you are using, or intend to use, the Program in a manner that is, or is reasonably suspected to be:

- (i) fraudulent, illegal, or connected to any criminal activity; or
 - (ii) intended to make commercial gain.
- 7.3.2 Failure to answer honestly and truthfully to Coverli's questions about the condition of your Registered Device, as described in clause 7.3.1, may result in your Refresh Request being cancelled.
- 7.3.3 You have the choice of fulfilling your Refresh Request at an Authorised Service Centre or via mailing in the Registered Device.
 - (a) If you elect to mail in the Registered Device, Coverli will not be liable for the loss of or any damage to the Registered Device whilst it is in transit nor does Coverli accept any responsibility for the completed delivery of the Registered Device.

7.4 Preparation

- 7.4.1 Before transferring your Registered Device to us, you must turn off any personal locks, security features, back-up your data, and remove your SIM card, external memory, memory cards, and any other Device Accessories. Coverli bears no liability for any loss or damage incurred by you for failing to conduct adequate preparation required for a Refresh Request.
- 7.5 If we receive your Registered Device and we determine that we cannot complete a Refresh Request due to the condition of your Registered Device, we will contact you and cancel your Refresh Request and return to you your Registered Device.
- 7.6 If you have paid your Refresh Fee and Coverli cancels your Refresh Request under clause 7.5, we will refund your Refresh Fee by the original method of payment.
- 7.7 Any cancellation made under clause 7.5 will not reduce the Limit of your Subscription.

7.8 Cancellation

- 7.8.1 If you do not bring in or provide receipt of mail-in delivery of your Registered Device within seven (7) days of making the Refresh Request, we will cancel your Refresh Request.
- 7.8.2 Any cancellation made under clause 7.8.1 will not reduce the Limit of your Subscription.

8. Collection and timing

8.1 Collection

- 8.1.1 You are responsible for the collection of your Registered Device from an Authorised Service Centre. You will be informed of when your Registered Device is ready for collection after a Request has been completed.
- 8.1.2 Upon collection:
 - (a) only the enrolled person is able to collect the Registered Device; or
 - (b) a person with written authorisation by the enrolled person to collect the Registered Device from the Authorised Service Centre.

8.2 Timing

8.2.1 For Mail-in Service, your Refresh or Overhaul will take approximately 7 Business Days (excluding delivery times).

8.2.2 For Walk-in Service, your Refresh or Overhaul will take approximately 1 to 4 hours on a Business Day.

8.3 Parts Availability

8.3.1 If a Device part is not available at the time you make your request, it may impact the timings stated in clause 8.2. You will be informed of the delay and the impact to completing your request.

8.4 Acknowledgement

8.4.1 You acknowledge that:

- (a) the Program is not intended for commercial gain;
- (b) following the completion of a Refresh or Overhaul, all data on your Registered Device may be deleted and/or lost.

9. Term & termination

9.1 Program Duration

9.1.1 Coverli shall provide the Program to you commencing on the Start Date and continuing until the end of your Subscription Term, or until your Subscription is terminated earlier in accordance with clause 9.2.

9.1.2 Your Subscription shall automatically terminate at the end of the Subscription Term, unless terminated earlier pursuant to clause 9.2.

9.2 Coverli may terminate your Subscription to the Program under the following circumstances:

9.2.1 if Coverli has reasonable grounds to believe that you are using, or intend to use, the Program in a manner that is, or is reasonably suspected to be:

- (a) fraudulent, illegal, or connected to any criminal activity; or
- (b) for the purpose of commercial gain; or

9.2.2 if you have breached, or Coverli reasonably believes you are likely to breach, these Terms & Conditions;

9.2.3 if you have, or Coverli reasonably suspects you have, provided Coverli with false, misleading, incomplete, or incorrect information;

9.2.4 if any amount owed to Coverli remains outstanding for a period exceeding 30 days from the due date;

9.2.5 If you are likely to create imminent harm, or harass, or are abusive towards any Coverli staff, its representatives, service providers, subcontractors, or agents. The Subscription to the Program is non-transferable. It cannot be transferred to another person, including any person who acquires your Registered Device. If Coverli finds or reasonably suspects that you have transferred, sold, hired, leased, or lent your

Registered Device to another person, the Subscription is deemed to be immediately terminated on the date of transfer.

- 9.3 Upon termination of your Subscription to the Program in relation to a Registered Device, the Subscription cannot be reactivated for that Registered Device.
- 9.4 Enrolment fees are non-refundable, except as otherwise expressly stated in these Terms and Conditions or as otherwise required by Law.

10. Subscription extension

10.1 Extension Eligibility

- 10.1.1 Subscriptions may be extended solely through the Coverli Portal, and only prior to the expiration of the existing Subscription Term.

10.2 Extension Terms and Conditions

- 10.2.1 The terms and conditions applicable to any Subscription extension are subject to change. The applicable terms and conditions at the time of extension will be those displayed in the Coverli Portal.

10.3 Extension Cost and Payment

- 10.3.1 The cost of any Subscription extension will be determined and payable at the time of the extension, through the Coverli Portal.

11. Replacement screen protector

11.1 Entitlement

- 11.1.1 You are entitled to receive additional screen protectors and their installation, with the number of Entitlements dependent on the Program type as specified in clause 5.

11.2 Redemption Process:

- 11.2.1 Redemption of additional screen protectors and installation services is available exclusively at Coverli-Authorised Service Centres. A list of Authorised Service Centres is available in the Coverli Portal
- 11.2.2 You must make a Replacement Screen Protector request via the Coverli Portal.
- 11.2.3 You may be required to schedule an appointment for a screen protector replacement. You may contact the Authorised Service Centre directly to inquire about scheduling and availability.
- 11.2.4 Coverli is not responsible for the actions, services, or availability of any Authorised Service Centre, except as required by the ACL.

11.3 Screen Protector Availability

- 11.3.1 The availability of specific screen protector models is subject to stock at the Authorised Service Centre. Coverli does not guarantee the immediate availability of any particular screen protector model.

11.4 Installation Quality

11.4.1 Coverli is not liable for improper installation by an Authorised Service Centre.

11.5 No Monetary Value

11.5.1 The screen protector and its installation services are not transferrable to another person or to any device that is not the Registered Device.

12. Data privacy

12.1 Device Program

12.1.1 The Privacy Policy may be found at <https://coverli.com.au/privacy.html>

12.2 Consent

12.2.1 You also agree and acknowledge that by making an application to enrol or continue to use the Program, you are giving consent to Coverli and its service providers to collect, use, and/or disclose your Personal Information in accordance with the Privacy Laws and the Privacy Policy for the purposes of:

- (a) assessing your eligibility to enrol, and continuing to be enrolled in the Program or using the Program;
- (b) providing you with the Program;
- (c) allowing direct and indirect contact with you in connection with the Program;
- (d) managing commercial risks, and preventing, detecting, and investigating suspected illegal activity, fraud, or disputes (collectively, the **Purposes**);
- (e) processing applicable Fees;
- (f) complying with any Law;
- (g) complying with any relevant data protection and/or data retention Laws;
- (h) storing or hosting Coverli's affiliates, partners, and subsidiaries, or with Coverli's unaffiliated third parties, including third-party service providers, whether in Australia or other countries, for the purpose of providing you with the Program or for any other purpose specified in the Privacy Policy.

13. Miscellaneous

13.1 ACL and Consumer Guarantees

13.2 Nothing in these Terms & Conditions is intended to exclude, restrict, or modify any consumer rights under the ACL or any other Law which may not be excluded, restricted, or modified by agreement. If the ACL or any other Law implies a condition, warranty, or term into the Terms & Conditions or provides statutory guarantees in connection with these Terms & Conditions, in respect of goods and services supplied, Coverli's liability for breach of such a condition, warranty, or other term or guarantee is limited to (at Coverli's election):

13.2.1 in the case of supply of goods, Coverli doing any or more of the following:

- (a) replacing or supplying the goods again; or
 - (b) paying the cost of replacing the goods or of acquiring the equivalent goods;.
- 13.2.2 in the case of supply of services, Coverli doing any or more of the following:
- (a) supplying the services again; or
 - (b) paying the cost of having the services supplied again.

14. Warranty on Refresh or Overhaul

14.1 Australian Consumer Law

Coverli's goods and services come with guarantees that cannot be excluded under the ACL. For major failures with the service, you are entitled:

- to cancel your service contract with Coverli; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service

14.2 Limited Warranty

Where Coverli conducts a Refresh or Overhaul for your Registered Device, we will provide you with a limited Warranty on the services provided on the Registered Device.

14.3 Warranty Inclusions

Coverli warrants the Serviced Registered Device against defects in materials and workmanship, when used in accordance with the manufacturer's general operating instructions, for 90 days from the date you receive the Serviced Registered Device from Coverli.

14.4 Warranty Exclusions

This Warranty does not extend to:

- damage to the Serviced Registered Device that is not related to the Refresh or Overhaul conducted by Coverli;
- damage caused to the Serviced Registered Device by accident, abuse, earthquake, fire, liquid contact, misuse, or other external cause or event;
- damage caused by you or a third party that has not been directly engaged by Coverli, servicing, or otherwise opening / tampering / modifying the Serviced Registered Device;
- the Serviced Registered Device if it has been repaired or modified in any way after Coverli or Coverli's service providers or agents deliver it to you;

- defects caused by normal wear and tear or ageing of the Serviced Registered Device;
- any software supplied on the Serviced Registered Device;
- the packaging, Device Accessories and additional hardware supplied to your Serviced Registered Device;
- consumable parts of the Serviced Registered Device such as screen guards or protective coatings that are designed to diminish over time, unless the diminishment is caused by a defect in materials or workmanship;
- cosmetic damage to the Serviced Registered Device such as scratches, dents and broken plastic, unless such damage is caused by a defect in materials or workmanship;
- damage that is caused to the Serviced Registered Device by use of Device Accessories or additional hardware with your Serviced Registered Device;
- a Serviced Registered Device in respect of which the IMEI or other serial numbers have been defaced or removed;
- a Serviced Registered Device which has a Software Modification; or
- a device in respect of which cannot be verified as the Serviced Registered Device that you received from Coverli or our service provider or agents.

Coverli excludes all warranties and conditions which are not set out in the ACL, or expressly provided to you in this Warranty or otherwise in this document.

14.5 Conditions of the Warranty

To be entitled to claim under this Warranty, the following conditions must be met:

- the IMEI or serial number of the Serviced Registered Device you are making a claim under this Warranty for must be the same as the IMEI or serial number of the Registered Device; and
- the Serviced Registered Device must be returned in Good Working Order, unless and except to the extent the Serviced Registered Device is not in Good Working Order due to a defect in the materials or workmanship that is the subject of the Warranty claim.

14.6 Satisfaction of Warranty Conditions

If Coverli has verified that you have satisfied the conditions that entitle you to make a claim in respect of your Serviced Registered Device under this Warranty, you will be eligible for a further Refresh or Overhaul.

14.7 Making a Warranty Claim

To make a claim under this Warranty, you must, when you discover the fault or defect in workmanship or materials with your Serviced Registered Device:

- contact Coverli by e-mail at ArmourPlus@coverli.com to request an RA;
- supply Coverli with the IMEI or serial number of your Serviced Registered Device. You can retrieve the IMEI of your Serviced Registered Device by dialling *#06# on your Serviced Registered Device;
- remove all Device Accessories on your Serviced Registered Device;

- perform a factory reset on your Serviced Registered Device; and
- remove any data, software, games or applications from your Serviced Registered Device, including making sure it is unlocked. If it is not unlocked, Coverli will not be able to validate your Serviced Registered Device and process your claim under this Warranty. In this case, the Serviced Registered Device will be returned to you at your cost. Coverli will issue to you an RA based on the information in your Request.

If you make a claim under this Warranty within 30 days of receiving the Serviced Registered Device, once an RA has been issued:

- you will have 14 days to return the Claimed Registered Device to Coverli for assessment;
- if you do not return the Claimed Registered Device to Coverli unlocked within 14 days, Coverli may charge you the applicable Non-return Fee.
- if the Registered Device you return to Coverli is:
 - o the Claimed Registered Device;
 - o unlocked; and
 - o the same make, model and capacity as the Claimed Registered Device,

Coverli will service the Registered Device and Coverli will not charge you the applicable Non-return Fee;

- if the Registered Device you return to Coverli is:
 - o not unlocked; or
 - o not the same make, model and capacity as the Claimed Registered Device,

we may charge you the applicable Non-return Fee if you do not return the Claimed Registered Device to Coverli unlocked at your expense within 7 days of Coverli confirming to you that you may be liable to pay the applicable Non-return Fee.

- upon successfully paying the Non-return Fee (if applicable), Coverli will return the Registered Device that was not the Claimed Registered Device to you.

If you make a claim under this Warranty after 30 days of receiving the Serviced Registered Device, once an RA has been issued:

- you will have 14 days to return the Claimed Registered Device to Coverli for assessment; and
- if Coverli determines that the Claimed Registered Device is not eligible for a claim under this Warranty, Coverli will return the Claimed Registered Device to you. You will be responsible for the reasonable costs for Coverli's inspection and logistics.