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iProtect | Claims FAQs

How do I make a claim?

Note: the process detailed here is for claims made within the UK using the regular claims process. See below for information on claims outside of the UK or in store repairs.

Placing a claim is quick and easy, simply go to www.cpu.co.uk/claim, select a claim type from the list, enter your serial/IMEI number and click Check which will take you to the iProtect claims page.

At the top of the claim form, please select the following option: "I would like my device to be collected by courier from the UK to be taken for repair/replacement (courier provided at no extra cost)". This will open a short form prompting you to enter an address for the device to be collected from.

You will then be asked to complete a short claim form in relation to the incident/issues you are experiencing.

After placing your claim, you will be given a claim reference number. This reference will also be emailed to the address you entered while placing the claim. You can use this to track the progress of your claim by entering it here: www.cpu.co.uk/trackclaim

Backup your data: In some cases, a claim may result in a replacement device being issued. Please ensure your data is backed up before returning your device. CPU will not be held responsible for any loss of data.

Disable Find my iPhone/iPad: If your device has FMI enabled you will need to disable it in order for CPU to process your claim. If the damage to the device prevents you from doing so, you can disable **Find My iPhone** from iCloud at www.icloud.com. Instructions on how to do this can be found here: <https://support.apple.com/en-gb/HT203977>.

What if I need to make a warranty claim within the first 12 months (manufacturer warranty period)?

CPU's insurance cover includes provision for managing warranty claims during the first year's manufacturer warranty. Please follow the same procedures described above.

Note: *This is only available from within the UK where CPU extended warranty cover is in place.*

What happens after I have placed my claim online?

Once your claim has been placed, it will first need to be authorised by your employer. After which CPU's claims team will review the information provided. If approved, a courier will be arranged to collect your device and return it to CPU's repair center. Your device will either be repaired or replaced and then returned.

How long does the repair/replacement service take?

From collection of your device to it being repaired/replaced and returned should take no longer than 10 working days.

Can I track my claim?

Yes, after placing a claim you will be provided with a claim reference number that you can use to track the progress of your claim at www.cpu.co.uk/trackclaim



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Where can I find my serial/IMEI number?

Apple has an excellent online resource available that provides device specific help for finding your serial/IMEI:
<https://support.apple.com/en-us/HT204308>.

In summary:

1. Using iOS – On most iOS devices, you can go to *Settings > General > About* to see your device's serial/IMEI number
2. Engraved on the device – Typically, the serial/IMEI will be engraved somewhere on the outside of your device.
3. Packaging of the device – The packaging that your device came in should have the serial/IMEI either on the outside of the box or on some of the documentation contained within.
4. Ask your employer – If you can't find your serial/IMEI using the methods above, please contact your employer who should be able to check their records of the devices provided to employees.

Making a claim outside of the UK / In store repairs.

If you damage your device outside of the UK or would like your device repaired as soon as possible CPU's insurance includes an option that allows you/your employer to pay for a repair/replacement and be reimbursed for the cost providing the repair or replacement is carried out at an Apple Retail store by an Apple authorised service provider.

To make a claim, first complete the claim form here: www.cpu.co.uk/claim. Select a claim type and enter your serial/IMEI number and click **Check** which will take you to the iProtect claims page.

On the claim form, please select the option *"I will be taking my device back to an Apple Retail store for repair/replacement."*

You will then be prompted to select an approved Apple Retail store to return your device to.

Please retain a copy of the receipt which will enable CPU to reimburse the cost of the repair/replacement.

To enable CPU to reimburse the cost of the repair/replacement, the following information will need to be submitted to us:

- You claim reference number
- The repair/replacement receipt from the Apple Retail store
- If your device was replaced, we will need the serial number of the new device

Note: *All reimbursements will be paid direct to your employer within 30 days*