

Click LOGIN/REGISTER



Caring For Your **Device**
Anytime, Anywhere



Enhanced
Customer
Experience



Digital Claim
Process




Live Claim
Status



Detail Claim Filling Process: Step 2

Enter registered email
and select log in





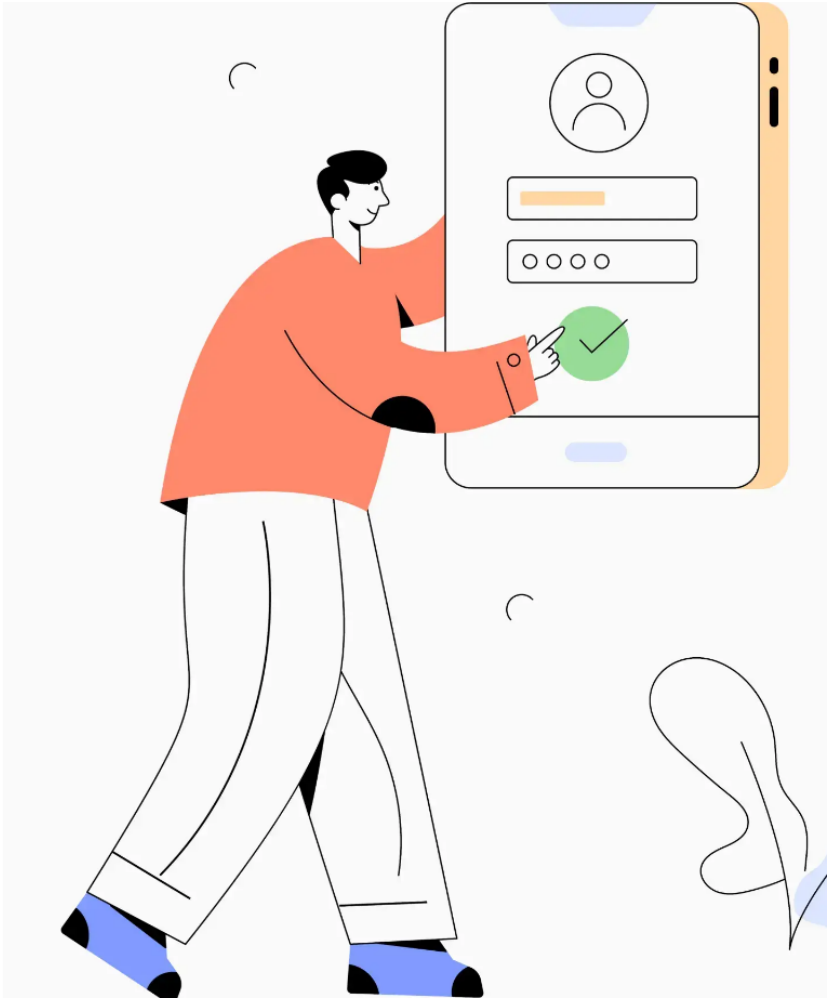
Login

To Enjoy Easy and Hassle-Free Device Protection With EWAD.

Email

Login

Not Yet a Member? [Register](#)





Welcome To
EWAD Device Care

Welcome to EWAD!



Register Claim



Track Claim Status



Select “Register Claim” to
register new claim

or

“Track Claim Status” to track
Existing Claim



Device repair journey can be tracked by selecting “Track claim status”

MY CLAIMS

Select Device: IPHONE 14 PRO MAX 256GB SPACE BLACK

Pending Review

Awaiting Action from Customer

Under Diagnosis

Approved

Under Repair

Under Delivery

Closed

Claim No:
CID_665F04429F9A9

Device:
IPHONE 14 PRO MAX 256GB SPACE BLACK

Updated:
06/04/2024



SEARCH CLAIM DETAILS



Invoice Number
Enter Invoice



SEARCH



Enter the invoice number issued by the retailer



SEARCH CLAIM DETAILS



Invoice Number
godsttestSI-2090277905



SEARCH

Select Device Details



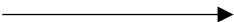
IPHONE 14 PRO MAX 256GB SPACE BLACK



Select the device for which claim needs to be registered, in case of same invoice having multiple items it will show all the covered items



Select the incident type



Select the **Incident** type



Accidental Damage ⓘ



Extended Warranty ⓘ



Registering New Claim: Step 4

Fill the claim form, upload necessary documents & submit



Self Declaration

☐ * I hereby declare that the information given in the event details is true and correct. In case anything is found to be false, untrue, misleading or misrepresented, I will be including, but not limited to, denial of claim as per policy terms and conditions.

1. I have deactivated iCloud, Find My iPhone (iMP), or any similar cloud platform, knowing that the claim process cannot begin without this deactivation.

2. I have backed up my data, acknowledging that the insurer is not responsible for any data loss.

3. I understand that the repair or replacement timeline depends on the availability of parts or devices.

4. I understand that an excess payment may be required, and any delay in payment will affect the repair or replacement process.

5. I understand that if the repair cost exceeds the insured amount in a subsequent claim, I will be responsible for paying the difference.

These are a few points and not exhaustive terms. In addition to this, other policy terms will be applicable.

Important Information

The information requested and documents mentioned in this form are a general guide. Further documents or information may be required depending on the circumstances of your claim. Note that failure to provide supporting documentation may result in delay or rejection of your claim. Your Policy may not provide cover under every section shown in this Claim form. The issuance and acceptance of this form does NOT constitute an admission of liability by Insurer or waiver of its rights.

Have you made claim before for this policy? *

Select

Location of Incident *

Date of Incident *

dd/mm/yyyy

Describe how loss has happened *

Describe how loss has happened*

Upload Invoice Copy *

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Upload Passport or Emirates Id Copy *

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Photo of Insured Item *

Please share multiple photo to ascertain damage

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Any Other Supporting Document

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Pickup From *

☒ Customer Place ☐ Store

Pickup Address 1 *

Pickup Address 2

Pickup Address 3

Area *

Emirates *

Select Emirates

Submit

CLAIM PROCESS (Documents to submit and precaution to take)

Customer needs to submit the following documents at the time of filing the claim

- Invoice copy
- Passport/Emirates ID copy
- Multiple photos of damaged item

Before handing over the device for repair to the service center customers need to:

- Take the data back up as insurance company will not be responsible for data loss
- Ensure iCloud (or any other cloud platform) is switched off
- Ensure Find my iPhone (or other similar service) is turned off



Welcome To **EWAD Device Care**

Your claim has been successfully submitted with claim number **CID_665F04429F9A9**. You can now track its status by using the tracking feature.



Register Claim



Track Claim Status



Once the claim form is successfully submitted, an Email confirmation will be sent with the claim number.