Detail Claim Filling Process: Step 1

Click LOGIN/REGISTER

EWAD

Caring For Your **Device**
Anytime, Anywhere

Enhanced Customer Experience

Digital Claim Process

Live Claim Status

LOGIN / REGISTER

Track claim status

Detail Claim Filling Process: Step 2

EWAD

Login

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

Enter registered email and select log in →

| ✉ Email |

→ Login

Not Yet a Member? Register
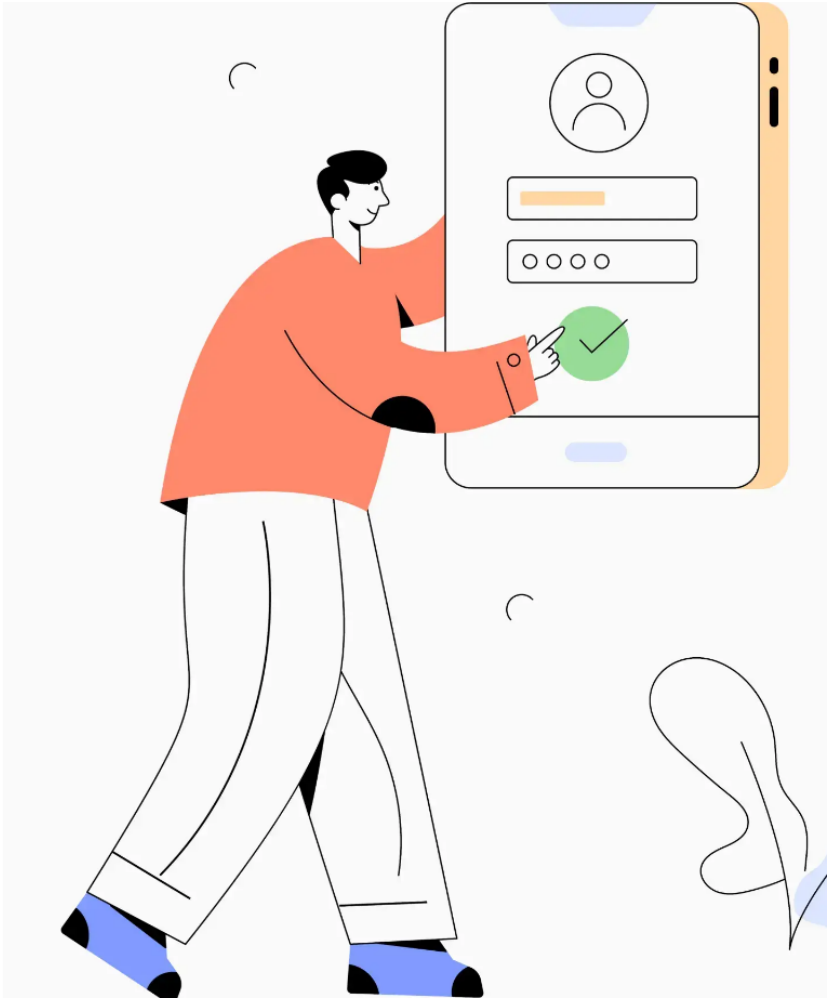
Select "Register Claim" to register new claim

or

"Track Claim Status" to track Existing Claim

Tracking Claim

Device repair journey can be tracked by selecting "Track claim status"

Registering New Claim: Step 1
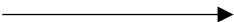

Enter the invoice number issued by the retailer

Registering New Claim: Step 2

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

EXTENDED WARRANTY

Fill the claim form, upload necessary documents & 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

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