

iPhone 12 Bundle FAQ

What is the iPhone 12 Bundle?

Customers can purchase an iPhone 12 by signing up for a Dream Plus Bundle on a 24-month contract period i.e. Dream Broadband (500 GB or Unlimited) and any Dream Mobile (bundled pricing) plan.

How do I sign up?

You can sign up for the bundle at any of our imagine Centre listed below:

1. Imagine Citis Square, Berakas.
2. Imagine Panaga, Kuala Belait

Is there a limit to the number of devices I can purchase?

There is no limit to the number of devices you can purchase, as long as it is one (1) Dream Broadband plan and one (1) Dream Mobile (bundled pricing) plan to one (1) device.

Do I need to pay deposit or any upfront payment if I sign up?

You are required to pay a one-time upfront payment for the iPhone 12, which will vary according to your chosen Dream Broadband and Dream Mobile (bundled pricing) plan subscriptions.

Can I book the device in advance?

The devices are on a first come first serve basis. There will be no bookings allowed.

Can I change ownership while on this contract?

Any change of account ownership, except in the event of death or otherwise as consented to by imagine, will be deemed as a breach of contract and will require the customer to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device.

Can I purchase the iPhone device from imagine separately?

No, all devices are bundled with a Dream Broadband (500GB or Unlimited) with any Dream Mobile (bundled pricing) plan.

I am currently on the TelBru Home Broadband plan. Can I apply for the iPhone bundle?

No. You are required to convert your Home Broadband plan to Dream Broadband 500GB or Unlimited to be eligible for the bundle.

Can I relocate my Dream Broadband during the contract period?

Yes, provided that the broadband service is active and within the contract period of 24 months.

If there are any changes in service number due to relocation, the terms of contract shall be transferred to the new service number.

I am on an existing OPPO bundle contract. Can I apply for the iPhone 12 bundle?

You are required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and the remaining installments for the device before they can take the iPhone 12 bundle.

I am on an existing Mesh WiFi Device bundle contract. Can I apply for the iPhone 12 bundle?

Yes, Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.

My iPhone is not functioning/broken upon receiving.

Customers are required to check and activate the device upon sign-up in imagine center. If there are any defects that occur after, customers can claim their warranty at the Authorized Service Provider, AV Electronics.

I have changed my mind about my purchase. Can I return it or get an exchange?

Returns or exchanges are not allowed once the device has been successfully purchased from imagine.

If my iPhone 12 came with a defect, can I request a replacement?

Any defects that occur upon activating the device in the branch including cosmetic issues (including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship). Customer has the right to request for replacement upon review by imagine.

My mobile line is active and I am currently waiting for my broadband to be installed. Will I get my iPhone?

You will receive and activate the iPhone upon sign-up at the imagine Centre.

Can I downgrade my Dream Mobile or Dream Broadband plan during the contract period?

Downgrades are not allowed. In the event of downgrades, a downgrade fee will be charged and the you are required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device.

I am already on an existing Dream Plus Bundle contract, whereby my Dream Broadband plan is on 500GB/Unlimited. Can I apply for the iPhone 12 bundle?

Yes! You can opt for the iPhone 12 bundle by renewing your Dream Plus Bundle contract for 24 months.

Note: Customers currently on any discount or promotional contract will forego their remaining rewards. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.

I wish to terminate my Dream Broadband and/or Dream Mobile service before the contract ends. What are the charges?

In the event of termination within the contract period, you are required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and the cost of the device.

Warranty

Is there any warranty for the iPhone Device?

All iPhone 12 series devices are covered by the Apple One (1) year limited warranty.

What is included in the warranty?

Apple warrants the Apple-branded hardware product and Apple-branded accessories contained in the original packaging ("Apple Product") against defects in materials and workmanship when used normally in accordance with Apple's published guidelines for a

period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Apple's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

Please note: All claims made under the Apple One-Year Limited Warranty will be governed by the terms set out in the warranty document link below:

<https://www.apple.com/legal/warranty/products/embedded-mac-warranty-rest-of-apac-english.html>

Where can I claim my warranty?

Customers may claim their warranty and provide receipt of purchase from imagine at the Apple Authorized Service Provider address as below:

AV Electronics Sdn Bhd

Spg. 88, Unit 27, Block B, Ground and 1st Floor,

Bangunan Awg. Hj Ahmad bin Hj Awg. Hassan &

Anak-Anak, Kg. Kiulap, BSB, Brunei Darussalam, BE1518.

Tel : +673 2237650

Fax : +673 2237649

How long is the warranty period?

This warranty is valid for a period of ONE (1) YEAR from the date of purchase from imagine.

When does the warranty start?

This warranty is valid for a period of ONE (1) YEAR from the date of purchase from imagine.

Will this be an international warranty?

Yes, the warranty is an international warranty and can only be claimed at an Authorized Service Provider.

Can I go straight to AV electronics for warranty claims?

Yes, you are required to drop by the Authorized Service Provider (Av Electronics) for warranty claims.

What should I bring if I need to get my phone repaired?

You are required provide the receipt of purchase from imagine to claim the warranty.

How long is the warranty for the accessories?

The One (1) year warranty includes accessories contained in the original packaging (“Apple Products”).