

iPhone Bundle FAQ 2022

What is the iPhone 14 Bundle?

Residential customers can purchase an iPhone 14 by bundling with any Wish Postpaid Mobile plan (except Wish 2 and Wish 6) for 24 months.

Which iPhone models are available?

- iPhone 14 (256GB and 512GB)
- iPhone 14 Plus (256GB and 512GB)
- iPhone 14 Pro (256GB, 512GB and 1TB)
- iPhone 14 Pro Max (256GB, 512GB and 1TB)

How can I sign up?

You can visit our imagine Centre at Yayasan or Panaga.

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) Wish Postpaid Mobile plan to one device.

Are there any charges for signup?

Customers are required to pay a one-time upfront payment for the device, which will vary according to your chosen Wish Postpaid Mobile plan subscription.

New signups for Wish Postpaid Mobile

- Deposit (Yellow & Red I.C holders: Waived or \$100 for Green I.C.)
- One (1) month advanced rental

I am currently on an existing contract with a few months before expiry. Can I apply for this bundle?

- I. Customers currently on any discount or promotional contract will forgo their remaining rewards.
- II. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.
- III. Customers on non-promotional contract/ any device bundle contract can sign-up for device bundle without any penalty fee. Provided that they re-contract their Wish Mobile plan for 24 months.
- IV. Customers currently on 12 months/ 24 months contract plan must re-contract their Wish Postpaid Mobile plan for 24 months.



Can I book the device in advance?

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

What can I do to secure the iPhone if it is unavailable at the point of purchase?

Customer would need to subscribe to the Wish postpaid plan of their choice and pay the upfront of the iPhone on a later date when stock is available.

Can I apply this on behalf of the service owner?

Customer required to provide signed copy of the owner's IC & authorized letter from owner.

Can I change ownership when I'm on this contract?

Any change of account ownership by the customer, 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, the devices are available for bundling only.

What is the iPhone 14 Pay Your Bill Promotion?

It is a one (1) day promotion on the 23rd October 2022 where residential customers can purchase an iPhone 14 128GB for \$1249 by paying their bill in full or at a minimum of 1 month MRC at imagine center Yayasan or Panaga.

Do I need to bundle with any imagine services for this promotion?

No, customers are given the opportunity to purchase without recontracting or bundle with their plans.

Can I downgrade my Wish Mobile plan during the contract period?

Downgrades are not allowed. A downgrade fee will be charged, and the customer is 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 pay for device penalty fee stipulated on T&C.

I wish to terminate my Wish Mobile service before the contract ends. What are the charges?

If the customer wishes to terminate their Wish Mobile service within the chosen contract period, the customer is 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.

Can I upgrade my Wish Mobile plan during the contract period? Are there any charges?

Yes, customers are able to upgrade during the contract period without any extra charges.

Will my plan be pro-rated when I upgrade my Wish Mobile Plan?

Yes, your data will be pro-rated

I am on Wish Prepaid, can I still purchase the iPhone 14?

No. The iPhone 14 Bundle will only be eligible for Wish Postpaid Plans (15GB and above). However, customers can change their Wish Prepaid to a Wish Postpaid if they want to get the iPhone 14 bundle

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.

Does the iPhone include any accessories?

The iPhone will come with a charging cable only.

The iPhones have sold out. Will *imagine* bring in more batches?

We will inform customers should we restock the iPhone 14 series. As for now, customer may secure the iPhones by applying, porting in or recontracting their Wish postpaid plan of their choice. Once the iPhone is available, imagine will contact the customer to collect their phone and upfront payment.

Can I apply installment for the iPhone to imagine and bill it together with my broadband / mobile bill?

No, customer is required to pay for the upfront payment to be entitled for the iPhone 14.

I have changed my mind about the iPhone 14 model/colour I wish to purchase. Can I return it or get an exchange?

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

How long do I have to wait if the stock of iPhone 14 is not available in Panaga and Yayasan?

Customers will have to wait from 2-4 weeks for the stocks to be available.

Once the stock is available, how long will the iPhone 14 be on hold for me before it will be released?

It will be on hold for one week.

Can I apply for the iPhone 14 at another Imagine Centre?

No, the customers are only able to apply for the iPhone 14 bundle at imagine Centre Yayasan or Panaga only.

Can I request delivery to my home address if iPhone 14 has stock?

Deliveries are not available for this promotion. Customers will only be able to pick up the items at the imagine Center Yayasan or Panaga.

I am interested in iPhone 14, can I apply online?

There are no online purchases for the iPhone 14. Customers are required to go to imagine Center Yayasan or Panaga to acquire the iPhone 14 bundle.

How do I know if the stock of iPhone14 has arrived? Do I get contacted?

Your respective Imagine Centre will contact further for collection.

Is there any warranty for the iPhone Device?

All iPhone 14 series devices are covered by the Apple One (1) years 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 Two-Years 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***.

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 to check my phone?

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

What should I bring if I need to get it repaired?

Customers are required provide the receipt of purchase from *imagine* claiming the warranty.

How long is the warranty for the cable charger (accessories)?

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