

The Arrival Store Lost LTE/iPhone Smart Phone Policy

(in big print)

Having your phone stolen or losing it is a very frustrating experience and we hope it doesn't happen to you. Once a phone has been reported lost or stolen in Korea, the device can no longer be used by anyone – it is very important that you are absolutely sure you no longer have possession of it.

In the case that a customer leases an iPhone 5 or other LTE phone from TAS, the customer bears the **full responsibility** of replacing the phone if the phone is lost, stolen or damaged beyond repair. This amount **will not exceed 800,000 KRW**. The customer also bears the responsibility of repairing the phone for minor damages that are repairable and maintain the integrity of the phone. By agreeing to these terms, the customer acknowledges that TAS has opted to purchase no insurance to cover the phones, and instead requires a deposit of \$275 (\$283 after fees) from any customer using an LTE phone.

If the phone is damaged by the customer or while in the customer's possession, but the damage is determined to be repairable by a technician from a Service Center, **the customer will cover those costs**. However, if the phone is not functioning properly due to natural use of the phone or malfunctioning, TAS will repair or replace the phone.

As noted above, if the LTE phone is lost, stolen or damaged beyond repair, the customer is responsible for the cost of replacing the phone. This cost will not exceed 800,000KRW. The cost will be determined by a straight-line amortization of the phone in the course of the 24 months of the contract between TAS and KT, **not between TAS and the customer**. For example, if an iPhone 5 is lost 6 months into the 24 month contract between TAS and KT (one-quarter of the way through the contract), then the amount to be paid by the customer to replace the phone **will not exceed 600,000 KRW** three-quarters of the remaining contract), regardless of how long the customer has the iPhone 5 in their possession.

In the case that the phone is lost, stolen or damaged beyond repair, and TAS reserves the right to **charge the customer's credit card** up to 400.00 USD in order to be compensated for the lost phone. **This charge can be reversed at any time**, so long as TAS and the customer come to an agreement on the replacement fee and the customer pays that fee.

TAS believes in its customers and trusts that the customers will treat all TAS phones with the utmost respect and care. If the customer has any questions about this contract, they should contact TAS at phones(at)thearrivalstore.com.

If you ever have ANY questions, please do not hesitate to contact us
via phone at: 031-625-2258,
[Facebook](#), [Twitter](#), or
via our [Contact Form](#)