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28, 2007 695 271 New Jersey I can't find any related cases, but here it goes. I have never bought AppleCare+ or the carrier insurance for any of my phones and when I lost the phone broke them I just bought a new one full price off contract. After losing 3 iPhone 5's I figured I'd tack on the \$69.99/month insurance from AT&T several months ago. I had a small minor chip on the top left of the phone which only ran down an inch and curved leftwards back off-screen - yesterday I dropped it at work and at around 3pm I called Apple to schedule a Genius appointment and was aware of the \$149 display replacement available and confirmed this with the store before I walked in. Within the timeframe of 3pm-7pm I had realized the insurance I had on only my line and went to AT&T at the mall to see what they could do. They said call or visit the website to file a claim. So I figured, \$149 for a screen replacement or just \$200 for a full device replacement - no brainer. I wanted to do this process as quick as possible, entered all information necessary (security check, description of the event that damaged the phone, etc) and I just noticed the small detail in my replacement device - they are shipping me a 32GB Silver 5S, now I assumed this is because only the 5C, 5S and 4S are currently available and the 5 has been discontinued... Very interesting, I am not complaining at all and just wondering if anyone else has had the same result through this carrier insurance add-on. Relevant image attached. I have to wait till Tuesday, no biggy, unfortunate things always happen to occur to me on weekends. So now just waiting for the arrival so I can send my damaged device back. Wow! I thought I was the only person this had happened to. I cracked my iPhone 5 about 4 months ago so I went to Asurion's website to make a claim when it got to the device selection page it said they were all out of the black iPhone 5 32GB so it offered me a white or black 64GB iPhone 5s. Obviously I took the 5s and I got to keep my unlimited data. This is definitely good news for those that are on the insurance plan. However OP I feel like you deserved an upgrade after all you spent a fortune on the iPhone -- having lost 3, damage 1, and you said you paid full price for all [or most?] by the way did they let you keep the 32gb iPhone 5S? Also I noticed one thing, the iPhone 5S -- Apple store will not replace screen's on it in store, I was in the store few days ago and another customer came in with broken screen and the screen on my iPhone 5, I have had 2 already through warranty replacement due to problems, so I really don't want to pay for another 5 (rebuff of course) but I also really wouldn't want the 5c (which is what I've heard they are replacing Verizon user's phones with). I guess it would be better than a cracked 5 (and hardly working anyway). Just wasn't sure if anyone with Verizon had any recent experiences so I could kind of know what to expect... Thanks! Jun 28, 2007 695 271 New Jersey This is definitely good news for those that are on the insurance plan. However OP I feel like you deserved an upgrade after all you spent a fortune on the iPhone -- having lost 3, damage 1, and you said you paid full price for all [or most?] by the way did they let you keep the 32gb iPhone 5S? 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any of the hardware was replaced by apple-certified or used parts. The replacement phone that arrived came in an asurion box, but seems to be good as new, at least on the outside (there is no asurion logo or logo). I've been able to find that the model that arrived is a replacement phone by looking at the first letter of the model # (starts with N). i have also noticed that the apple warranty expires on 12/29/2022 which is a bit strange as i keep reading that a new phone would have only 1 year of coverage, so why does this supposed refurbished phone have about 1.5 years of coverage? Additionally i was wondering if anyone has had any experience using the program 3utool and could tell me if it's safe to use. I've seen some forums explaining how plugging in your phone while using the tool can tell you exactly what components in the phone have been replaced. Im hesitant to try this out as i know very little about it and do not want to change any settings or corrupt my phone. Thank you very much in advance for taking the time to read. I recognize most of the information that i am looking for may be a long shot. Just looking for any reassurance if possible. I wouldn't worry too much about it. Refurbs come directly from Apple IIRC and components are replaced by Genius Bar or Apple certified repair. thanks for the response, that's great if true, its just that ive read on the forum that asurion refurbs are not exactly certified by apple. Aug 19, 2017 7,484 9,496 Arizona/Illinois thanks for the response. that's great if true, its just that ive read on the forum that asurion refurbs are not exactly certified by apple. Asurion are not Apple refurbished phones. They are done by a 3rd party and use 3rd party parts when possible... This is a main reason why I'd choose Applecare+ over any other extended warranty with the exception of Square Trade.. i keep seeing the same suggestion, im gonna look into switching once i can to avoid the uncertainty in the future. Would you happen to know how likely it is that the replacement i received has 3rd party parts? is there any way to check which ones are uncertified or if they are damaged or used? Thanks You can download 3uTools and check every component. It will tell you right away if it's a real iPhone Refurb/Replacement, also let you see which components are third-party/non-genuine. It's completely safe to use, awesome, thanks for explaining this. i saw a video a while back explaining that 3utools can do that, however i was hesitant due to seeing that its a tool used to jailbreak iphones, is it safe to use? is there a possibility it can damage or corrupt my phone? thanks! awesome, thanks for explaining this. i saw a video a while back explaining that 3utools can do that, however i was hesitant due to seeing that its a tool used to jailbreak iphones, is it safe to use? is there a possibility it can damage or corrupt my phone? thanks! No. I use it daily without issues. I doubt anyone uses it for jailbreaking but it can do that too. No, I use it daily without issues. I doubt anyone uses it for jailbreaking but it can do that too, thanks very much! i'm gonna try it out now to see if i can get some of that info. Share the results, curious! Check it out! Im not gonna pretend to understand what all this means, but it does look pretty good from all the green "normal" i see. I think the only thing that looks a little concerning is the screen description. It says "user decision needed"? Not sure what that could mean. I'm also curious about what all this implies regarding my phone, production date says may/22, and the battery is only at 7 charge cycles. Are these descriptions referring to when it was refurbished and put up again on the market, or does this refer to the very beginning of its life cycle? I'm curious if anyone knows how to better interpret these results. Check it out! Im not gonna pretend to understand what all this means, but it does look pretty good from all the green "normal" i see. I think the only thing that looks a little concerning is the screen description. It says "user decision needed"? Not sure what that could mean. I'm also curious about what all this implies regarding my phone, production date says may/22, and the battery is only at 7 charge cycles. Are these descriptions referring to when it was refurbished and put up again on the market, or does this refer to the very beginning of its life cycle? I'm curious if anyone knows how to better interpret these results. That's pretty much a genuine Apple refurb. My 6s replacement, if I'm not wrong, also has this "Used decision needed" thing, even though the replacement came straight from Apple so I'm sure it's real. That's great to hear, thanks for all your input! would you happen to know if theres a way to know if it was previously damaged or when it was originally purchased? Aug 19, 2017 7,484 9,496 Arizona/Illinois You can download 3uTools and check every component. It will tell you right away if it's a real iPhone Refurb/Replacement, also let you see which components are third-party/non-genuine. It's completely safe to use. Am i correct that 3uTools is not available for download on MacOS only Windows? Am I correct that 3uTools is not available for download on MacOS only Windows? unfortunately you're right, the program is only available for Windows. here's an article i found helpful. I dropped Asurion a long time ago....always have had insurance on our wireless account. The one time I used Asurion, they sent me a replacement. UNDER the back glass cover, it had Refurbished by Asurion on etched either on the color plate or back glass.. Last edited: Jul 20, 2021 Reactions: jbachandouris and AndyFromParks&Rec Jmk I dropped Asurion a long time ago....always have had insurance on our wireless account. The one time I used Asurion, they sent me a replacement. UNDER the back glass cover, it had Refurbished by Asurion on etched either on the color plate or back glass.. yikes, that does sound pretty disappointing . looks like i may have gotten lucky this time, but im definitely switching to applecare soon. Reactions: jbachandouris I'm debating if I should get AppleCare or consider above mentioned plan for my new 16" MacBook Pro. Asurion offers 4 years, no deductible plan that includes physical damage for just \$249... should I bite? Has anyone used them? I don't really like the way Asurion works, and it's not what I think most people would expect when they make a claim. Reactions: Surfer13134 Dec 29, 2017 393 1,080 Berks, Pa I'm debating if I should get AppleCare or consider above mentioned plan for my new 16" MacBook Pro. Asurion offers 4 years, no deductible plan that includes physical damage for just \$249... should I bite? Has anyone used them? You piqued my interest ... was this option brought to you at the apple store? Reactions: iMl You can often get better protection from your credit card company for free or small fee. This plan typically gives them latitude to replace with what they see fit, not an identical model. Often can be lower spec, smaller SSD, less RAM, etc. I'll say this as an FYI and not sure how if it would apply to MBP 16" - people who have used them with iPhones in the past have had those replaced with Androids during damage replacement after waiting several weeks for exchange. Good point. I'll read through the T&Cs. As an Amazon Associate, MacRumors earns a commission from qualifying purchases made through links in this post. Reading through it, it sounds like you can opt for Amazon gift card equal to item purchase price, less tax, if the device requires replacement. Repair by "authorized service center." They specifically claim Apple is included. Feb 20, 2009 30,155 14,250 I've never bought AppleCare, myself. But for those who do, the general reports are that the service is pretty good to excellent IF you need it. I'd be hesitant to trust a 3rd-party provider. ANY 3rd-party provider.... Could you expand on this a little? I can't speak for laptops, but for phones you send your iPhone in and get someone else's repaired phone back. In the contract details they reserve the right to replace with a different make & model which may not match the color, specifications, size, etc., based on repaired replacement stock they have. They even call out that it may be so different that it won't work with your existing accessories. This Consumer Reports article suggests you need to identify those features most important to you and they will attempt to match them. I personally do not find that to be an acceptable option for my iPhone, and would find it far less acceptable for something like a MacBook Pro. Sure, it says you could get an Amazon gift card for the full amount, but only if they cannot replace it, and they have wide latitude about what to replace it with. Do you think they're going to take a \$2000+ cash hit when they can just buy refurbished laptops at wholesale prices for less than half that, and give you one that's roughly close to what you turned in? Reactions: bsbeamer I read through the agreement and decided to buy it. We'll see how things go. Edit to add that the plan is sold by Amazon. I'm sure i could lean on them in case of any issues. Last edited: Nov 22, 2019 Third party plans are typically horrible and a probably a rip off. Asurion included, and not just for electronics. It's a far cry from the type of service you get with Apple Care. I bought one plan years ago for a TV that ended up being faulty, and in the fine print you had to get three service calls to your house, with a technician attempting to fix it each time, before they would even start to consider a replacement. These plans always make you jump through ridiculous hoops to get to the point where they'll actually REPLACE your product. And typically third party plans offer you refurb products that aren't necessarily in as-new condition. You might get a refurb with dents in it, and you have no recourse. AppleCare has similar provisions. Asurion: "replacement product" means a NEW, REFURBISHED OR REMANUFACTURED PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED PRODUCT. Apple: Apple will, at its discretion, either (i) repair the defect at no charge, using new parts or parts that are equivalent to new in performance and reliability, or (ii) exchange the Covered Equipment with a replacement product that is new or equivalent to new in performance and reliability. All replacement products provided under this Plan will at a minimum be functionally equivalent to the original product. What the legal copy says and how well the company takes care of the problem is another story. I've had an AppleCare plan many times in the past. It has always been great, when needed. Asurion, on the other hand, is offering an extra year of coverage and of course lower cost. Reviews seem to be generally positive. The few I've found on Reddit were mostly about phones, tablets. Replacements were new and sent the next day. Soo i was looking at Verizon's offering and it's \$6.85 I can get coverage for damage and theft/lost or pay \$13.49 for apples version. I'm leaning towards Apple care because it's Asurion with Verizon. But the savings is about 50% for the premium. Thoughts ? Apr 21, 2007 1,932 850 Arizona The last time I looked the Verizon coverage has a higher deductible than AppleCare+ if you make a claim except for glass replacement which is the same. Verizon is my carrier. And it's an absolute nightmare. The less I have to deal with them, the better. Go with Apple if you want to stay sane. Reactions: icanhazmac Asurion's answer to phone replacement is to grab a phone out of the parts drawer, wipe it with a dirty rag, and send it to you. Oct 25, 2019 145 122 Somewhere in NY I always had Asurion with my iPhones, and when my 11pm screen cracked, i called in for service and to replace the screen, they have screen replacement for only 29\$, so they sent someone out and replaced the screen the next day, but I kept getting an error that the screen was not an authorized apple part, so i called and complained to Asurion and they told me that was normal, and also that the phone was no longer water resistant, so after a little more complaining they decided to send out a brand new replacement in an original unopened iPhone box. Needless to say when I upgraded to my iPhone 12pm I opted for AppleCare+ with loss and theft instead of going with Asurion... Reactions: Regina del Mare Sep 22, 2015 8,852 15,384 Washington, DC I'm with Verizon and went with AppleCare+ for theft and loss which is deducted from my Apple ID balance monthly. It's easier to work with Apple vs Asurion. Oct 3, 2010 1,384 1,021 Denville, NJ Carrier protection plans through Asurion are complete azz. I always go with AppleCare+ as I've always had first class experiences when I need repair/replacement. It doesn't happen often that I need repairs, but when I have Apple has never let me down. More and more often, Apple just hands you a new device rather than repair an old one. I can't speak specifically to this market but at my company we offer tech support of specific manufacturers hardware and software. We then purchase reseller support from the manufacturers at a discount rate. So if a repair or replace issue comes up it is us who takes care of the return/RMA process to the manufacturer. How that applies here? If you purchase support from Verizon, Verizon pays a portion of that to Apple. If you call Verizon tech support and it's deemed you need to repair or replacem the Apple device, Verizon will be calling Apple to do this. But Verizon will be your tier 1 and tier 2 support for non repair or replace issues or determining the repair/replace is needed. Generally a manufacturer will require resellers (like Verizon) to have X number of support personnel to be certified in operation and troubleshooting of the products in question. I'd be extremely surprised if this isn't the case in basically all markets. A manufacturer does not want repair/replace/support being done willy nilly. They see it as a reflection on them as well as a way to control the product flow and still make revenue. Go with AppleCare. If a good product costs X and you buy a piece of junk that looks like X for 0.6X, you didn't save 0.4X. You threw away 0.6X. Jun 17, 2008 399 383 Albuquerque Applecare. Insurance is there to make money not to provide "service". Oh and by the way all carriers suck. Some suck more than others but they all suck. So I'm on an apple site and everybody says to go with applecare. Hmmm. Shocking! So I'm not a total Verizon advocate. Certainly not! But it looks like somebody needs to throw in some Verizon positives over applecare. They offer same day cracked screen repair, at either a store or authorized dealer. (I just had this done and it was great) They also offer same day phone replacement at some of their stores. I try making an appt at the genius bar, and they might get me in a week from Tuesday? Seriously? Plus their Total Mobile Protection covers water damage as well. My primary complaint is that Assurion's phone replacement deductible is up to \$225 now. Not sure what applecare is but it's getting to the point i don't want to keep insurance anymore. One thing i didn't like about VZW's total mobile protection; they have cracked screen repair for only \$29, but after the screen is replaced your VZW protected phone is no longer water resistant, from them on out your phone is no longer covered for water damage, with AppleCare+ you still are, but also after my iPhone 11pro max screen was replaced I kept getting an error message that they didn't use an authorized Apple replacement part. But too, insurance is one of those things that are getting annoying to keep on your phone, but it's better to have it and not need it than to need it and not have it... Hello I purchased an iPhone 7+ from eBay. When I received it, it turned out to be a replacement from Asurion. It has a non-OEM back casking, with 'Refurbished by Asurion' on it. Is this something that I should be concerned with? I just want something that will last me a couple of years. Any experience with Asurion refurbished iPhones? Thanks. I haven't had any experiences with them recently. The last time I had asurion was about 12 years ago...but every phone I got from them was garbage. They lasted maybe a month. Mind you, this was before smartphones were a thing, and were the feature phones, such as the lg envy 2. Companies like this repair phones using inferior 3rd party parts. Did the seller on ebay let you know about this? If not you should be able to return and get a full refund. No. I found out after receiving the phone. I had some good luck buying used phones off eBay in the past. This time, I first got scammed and then received this one. [doublepost=1543339772] Companies like this repair phones using inferior 3rd party parts. Did the seller on ebay let you know about this? If not you should be able to return and get a full refund. No. I found out after receiving the phone. I had some good luck buying used phones off eBay in the past. This time, I first got scammed and then received this one. This seller seems to be reasonable though. He received this from his Verizon insurance, as he said when i asked. I will probably just send it back for refund. Not worth the risk. Reactions: Newtons Apple Not sure if I would trust it. I had a bad experience with them through Verizon. I'd return it if I was in your position. Not worth the money. You're better off buying a 7+ on Swappa. I trust that site more than any other website that sells used/refurbished/new iPhones and iPads. I've had nothing but positive experiences with them. Reactions: timeconsumer Aug 1, 2008 2,136 2,176 Portland I know this may be a hassle but I would recommend returning the phone. Since it was repaired/refurbished by Asurion you don't know what repairs were done or if any parts were replaced. I don't have a problem with Apple refurbished, but I usually wouldn't recommend a refurbished device from anyone else. It could be that they didn't do any repairs and everything is all original parts, but I'm not sure I would be willing to take that chance. thank you all for your feedbacks. I was extremely disappointed after finding this out. The seller is at least cooperating. leaving for a trip next week. it looks like I won't be having a working iphone for it. gonna have to stick to my old phone. Reactions: Newtons Apple No. I found out after receiving the phone. I had some good luck buying used phones off eBay in the past. This time, I first got scammed and then received this one. This seller seems to be reasonable though. He received this from his Verizon insurance, as he said when i asked. I will probably just send it back for refund. Not worth the risk. As above posted, definitely return it. If the seller did not disclose this in the description then I would want my money back. If nothing else, maybe file a claim and get money back that way? Paypal usually always sides with the buyer. As above posted, definitely return it. If the seller did not disclose this in the description then I would want my money back. If nothing else, maybe file a claim and get money back that way? Paypal usually always sides with the buyer. The seller seems to be a reasonable person. I got it all packed up and will send it back. Maybe it was meant to be for me to get a new phone this time. Jul 12, 2016 37,642 42,499 Asurion is sketch, and yes, they work directly with Verizon with their replacement iPhones. Not that this is directly related, but anytime I was offered a replacement iPhone via my carrier, I never go through them, I always utilize Apple, because I know they are using certified OEM parts. Reactions: daveddy

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