

[Contact Information for Problems]

■ Rental Smartphone Call Center

TEL: 0570-010-616 (in Japanese only)

May not be accessible from some IP phones.

In that case, please make a call to the following.

TEL: 043-332-9957 (in Japanese only)

Business hours: 9:00 a.m. to 5:40 p.m.

(Monday through Friday)

(excluding public and company holidays)

* Only available in Japanese.

* Please have the person in charge of the corporate contract contact us.

SHARP®

J-STAY Special Care Plan

Explanatory Leaflet

[How Problems are Handled]

You will be guarantee in the following three simple steps.



* Our contact information is listed above in [Contact Information for Problems].

Thank you for subscribing to the "Special Care Plan" for our smartphone rental service.

This document is the explanatory leaflet for the Special Care Plan.

Please read this entire leaflet and keep this leaflet in a safe place until the end of the contract period.

R418SHM05F/CPENCDHNA
A1804-300-DS-HN

[Warranty Package]

This is a service plan that guarantees against various problems, in case such problems occur during the rental period.

	Special Care Plan	No subscription
Spontaneous failures*1	Replacement before receipt of damaged smartphone (No compensation)	Replacement after receipt of damaged smartphone (No compensation)
Partial damage (Display damage Case damage, etc.)	Replacement before receipt of damaged smartphone *2	Compensation: Repairs
Damage beyond repair / Water exposure	Replacement before receipt of damaged smartphone *3	Not covered
Theft / Loss		
Shipping charge	Paid by Sharp	Paid by the customer *4
Deterioration of consumables (batteries)	Compensation: Repairs	

*1: Spontaneous failures refer to failures that occur even when the handset is used under normal usage conditions following the directions written in the User's Manual, the warning labels on the handset, etc.

*2: 3,000 yen is required for each time this service is used per smartphone. (Up to twice a year)

*3: 6,000 yen is required for each time this service is used per smartphone. (Up to twice a year)

*4: Excluding spontaneous failures that occur during the period covered by the manufacturer's warranty.

[Precautions]

- The replacement phone will be a refurbished product that we have repaired, maintained, and inspected.
- Generally, the refurbished product described above will be of the same model as the rental smartphone. However, depending on the circumstances, the replacement phone may be of a different model.
- The Special Care Plan only covers the main body of the smartphone.
When exchanging your rental smartphone with a replacement, be sure to remove any accessories such as SIM cards and SD cards before you have it replaced.
- The same applies as above to straps and stickers you may have on your rental smartphone.
- Please note that any accessories or decorations that are not removed when we receive the rental smartphone may be disposed of.
- We do not offer services to replicate or restore data or applications, nor are we liable for lost data or applications.
- We are not liable for damages caused by the inability to use the rental smartphone.
- We will analyze the cause of the problem after collecting the damaged smartphone.
Depending on the analysis results, a deductible may be required. You will be charged with this amount in addition to the usage fees.
- For other precautions, be sure to check the terms of service that you confirmed when subscribing to the Special Care Plan.