Detail Claim Filling Process: Step 1

Click LOGIN/REGISTER
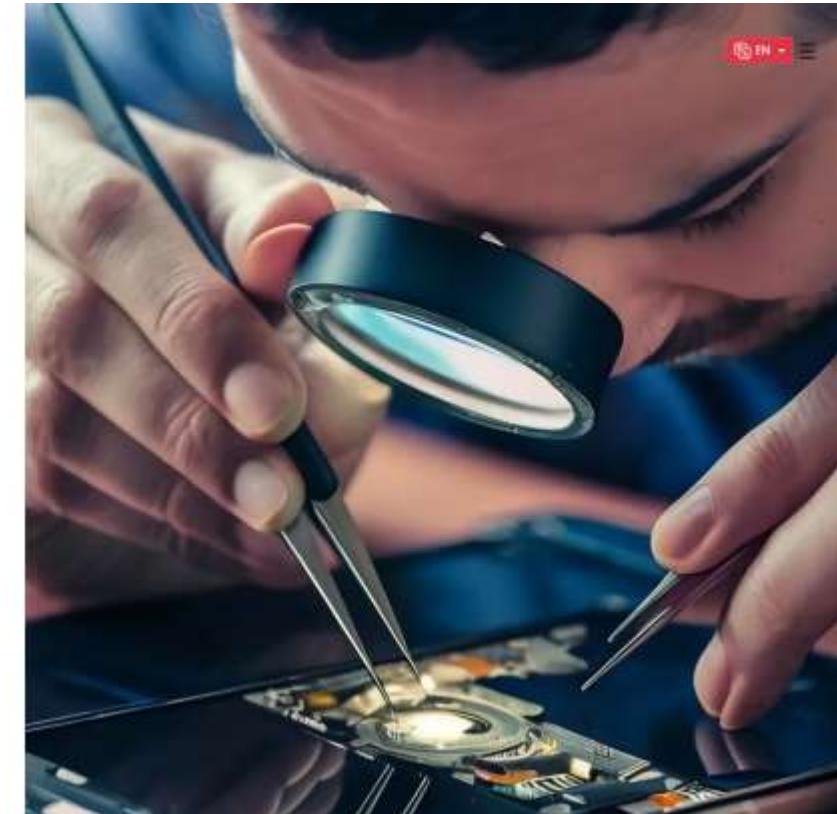
Detail Claim Filling Process: Step 2

Enter registered email or mobile and select log in

EWAD

Login

Enjoy Easy and Hassle-Free Device Protection With EWAD.

Please enter email or mobile number

Forgot Email?
Forget Mobile Number?

Not Yet a Member? Register

Enter the OTP sent to your Email & WhatsApp.

Please note you will receive the same OTP on both email and WhatsApp

Select "Register Claim" to register new claim

or

"Track Claim Status" to track Existing Claim

Tracking Claim

Device repair journey can be tracked by selecting "Track claim status"

Registering New Claim: Step 1
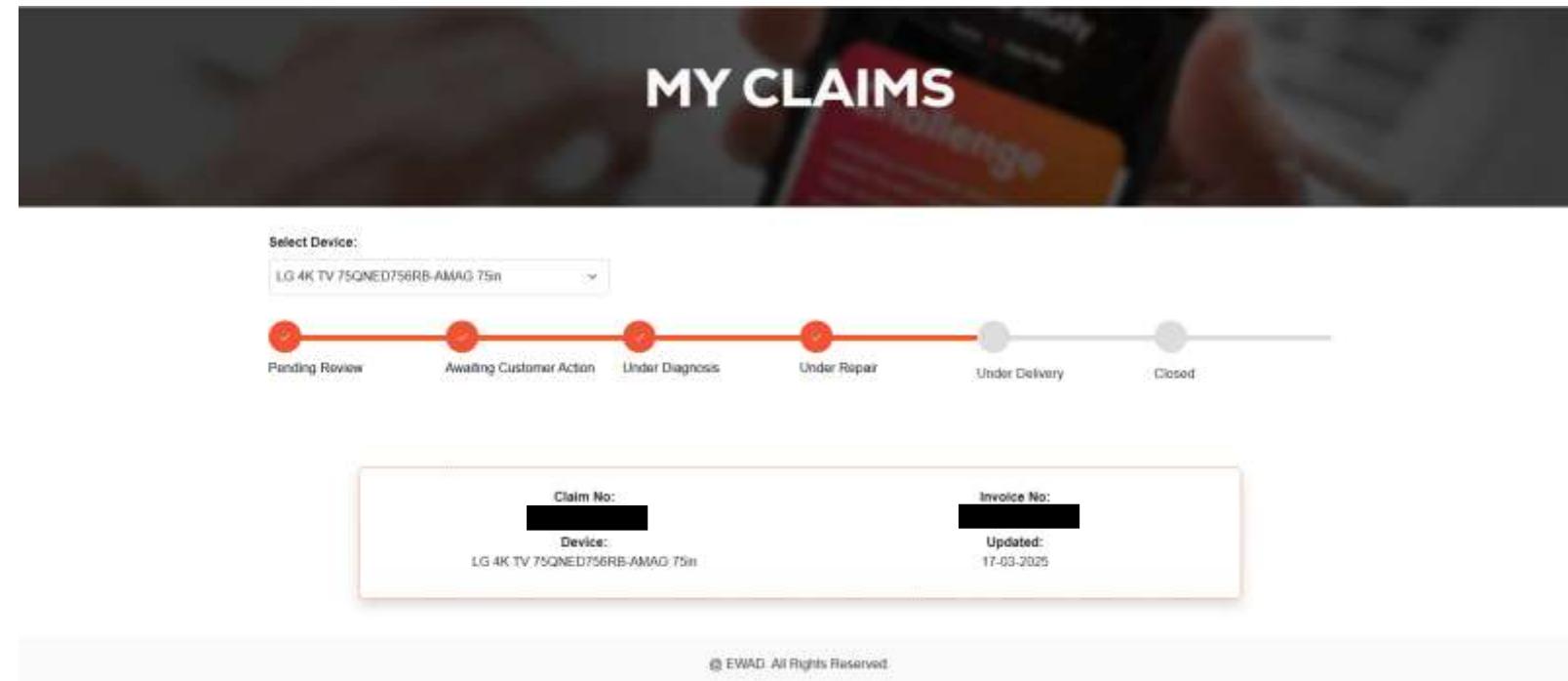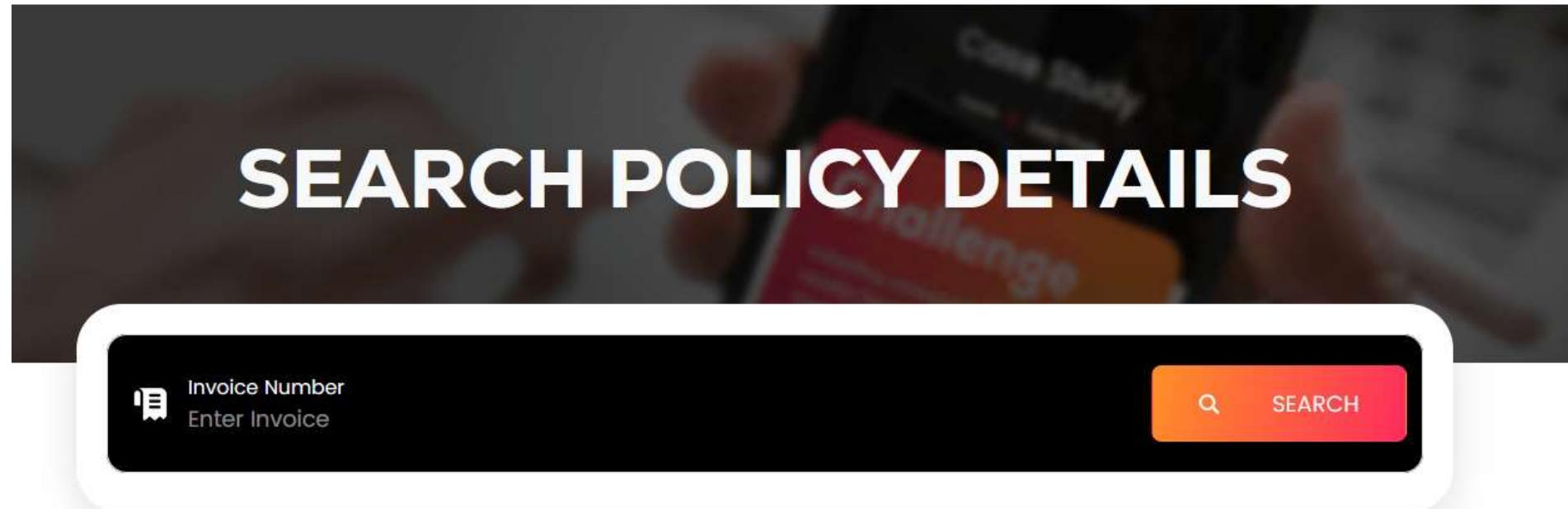
Enter the invoice number issued by the retailer

Registering New Claim: Step 2
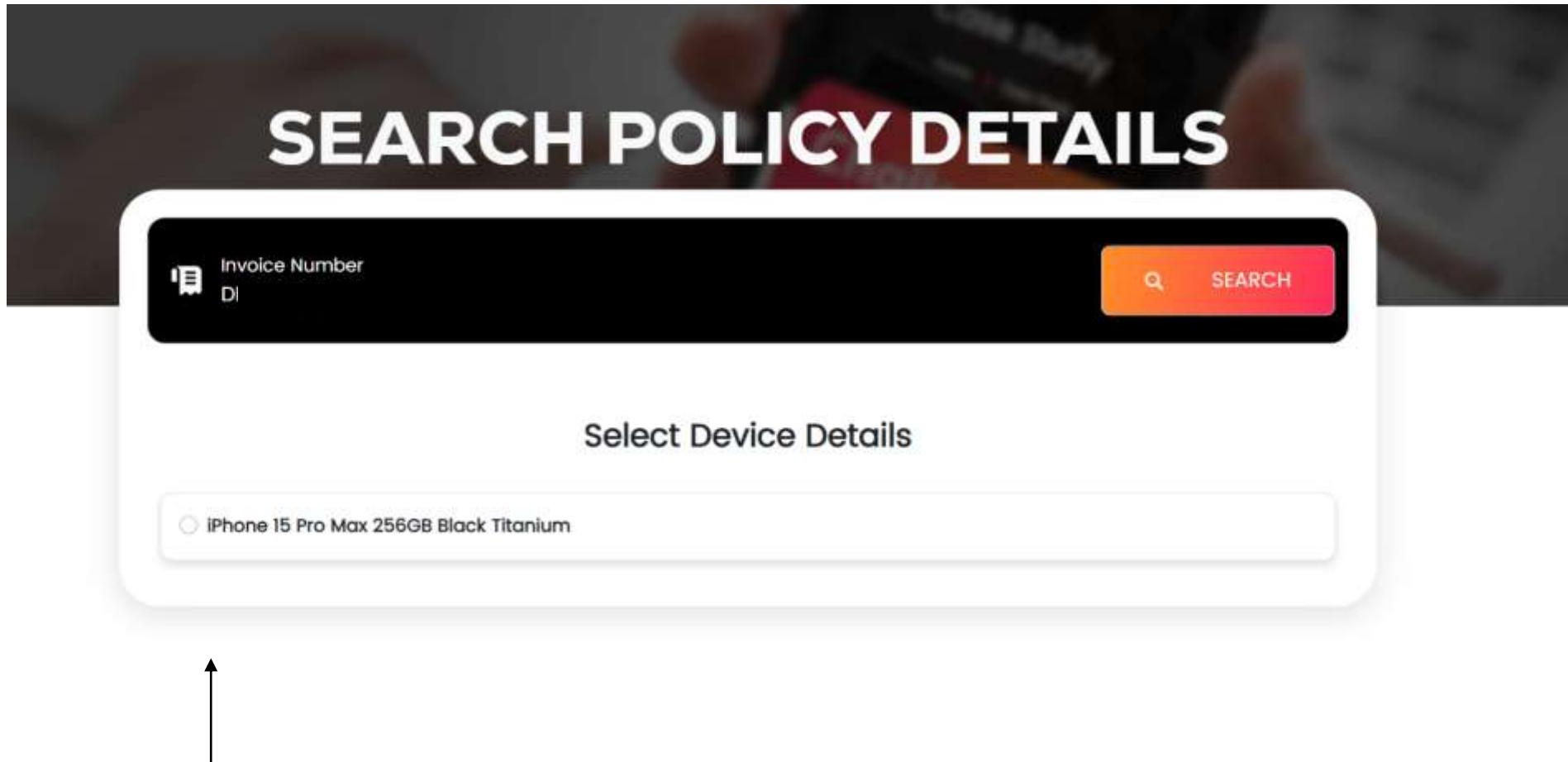
Select the device for which claim needs to be registered, in case of same invoice having multiple items it will show all the covered items

EWAD

Select the **Incident** type

Select the incident type →

Accidental Damage ⓘ →

Extended Warranty ⓘ →

Registering New Claim: Step 4

Fill the claim form, upload necessary documents & submit

CLAIM PROCESS (Documents to submit and precaution to take)

Customer needs to submit the following documents at the time of filing the claim

- Invoice copy
- Passport/Emirates ID copy
- Multiple photos of damaged item

Before handing over the device for repair to the service center customers need to:

- Take the data back up as insurance company will not be responsible for data loss
- Ensure iCloud (or any other cloud platform) is switched off
- Ensure Find my iPhone (or other similar service) is turned off

Once the claim form is successfully submitted, an Email confirmation will be sent with the claim number.