

Detail Claim Filling Process: Step 1



-  Enhanced Customer Experience
-  Digital Claim Process
-  Live Claim Status

Click LOGIN/REGISTER





Login

Enjoy Easy and Hassle-Free Device Protection With EWAD.

Please enter email or mobile number

[Forgot Email?](#)
[Forgot Mobile Number?](#)

Not Yet a Member? [Register](#)

Enter registered email or mobile and
select log in

→




Enter the OTP sent to your Email & WhatsApp.

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

OTP Verification

Enter the 4-digit verification code sent to your email/whatsapp

 Email *
[Redacted email address]

OTP will expire in 00:54 seconds

Didn't get the OTP? [Resend](#)

→ Verify

Detail Claim Filling Process: Step 4



Welcome To
EWAD Device Care

Welcome to EWAD!



Register Claim



Track Claim Status



Select “Register Claim” to register new claim

or

“Track Claim Status” to track Existing Claim



Device repair journey can be tracked by selecting “Track claim status”

MY CLAIMS

Select Device:

LG 4K TV 75QNED756RB-AMAG 75in

Pending Review

Awaiting Customer Action

Under Diagnosis

Under Repair

Under Delivery

Closed

Claim No:

Device:

LG 4K TV 75QNED756RB-AMAG 75in


Invoice No:

Updated:

17-03-2025

© EWAD. All Rights Reserved.




 Invoice Number
Enter Invoice


Q SEARCH



Enter the invoice number issued by the retailer

SEARCH POLICY DETAILS

 Invoice Number
DI

 SEARCH

Select Device Details

☐ iPhone 15 Pro Max 256GB Black Titanium



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



Select the incident type →

Select the **Incident** type



Accidental Damage ⓘ

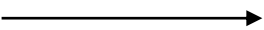


Extended Warranty ⓘ



Registering New Claim: Step 4

Fill the claim form, upload necessary documents & submit



ACCIDENTAL DAMAGE

Important Information

The information requested and documents mentioned in this form are a general guide. Further documents or information may be required depending on the circumstances of your claim. Note that failure to provide supporting documentation may result in delay or rejection of your claim. Your Policy may not provide cover under every section shown in this Claim Form. The issuance and acceptance of this form does NOT constitute an admission of liability by Insurer or waiver of its rights.

Self Declaration

☐ I hereby declare that the information given in the event details is true and correct. In case anything is found to be false, untrue, misleading or misrepresented, I will be held liable including, but not limited to, denial of claim as per policy terms and conditions. I understand that I have read policy terms and conditions and will abide by it. I confirm:

1. I have deactivated iCloud, Find My iPhone (FIMP), or any similar cloud platform, knowing that the claim process cannot begin without this deactivation.

2. I have backed up my data, acknowledging that the insurer is not responsible for any data loss.

3. I understand that the repair or replacement timeline depends on the availability of parts or devices.

4. I understand that an excess payment may be required, and any delay in payment will affect the repair or replacement process.

5. I understand that if the repair cost exceeds the purchase price in a subsequent claim, I will be responsible for paying the difference.

6. I understand that I must remove my password and security features to enable repair and quality checks, as the claim process cannot proceed otherwise.

Above are only few points and not exhaustive terms. In addition to this, other policy terms will be applicable.

Location of Incident *

Date of Incident *

Describe how loss has happened *

Upload Invoice Copy *

Drop files here to upload. (Up to 10 documents | Max 5MB per file)

Upload Passport or Emirates Id Copy *

Drop files here to upload. (Up to 10 documents | Max 5MB per file)

Photo of Insured Item *

Drop files here to upload. (Up to 10 documents | Max 5MB per file)

Please share multiple photo to ascertain damage.

Any Other Supporting Document

Drop files here to upload. (Up to 10 documents | Max 5MB per file)

Have you made claim before for this policy? *

Select

Address for Device Collection or Onsite Repair *

Important: Please ensure the address provided is accurate and the device is available at the specified location. Portable devices such as mobiles and laptops will be picked up, while non-portable devices such as appliances will have an onsite visit arranged. Failure to provide correct information or ensure device availability may result in the rejection of your claim.

Customer Place

Full Address *

Nearby Landmark *

Remarks *

Country *

UAE

States/Emirates *

Select States/Emirates

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



Welcome To
EWAD Device Care

Your claim has been successfully submitted with claim number XXXXXXXXXX9. You can now track its status by using the tracking feature.



Register Claim



Track Claim Status



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

