

Repair and Delivery Service

A paid membership service to receive support when your smartphone is damaged, lost or stolen.

See more



5G smartphones

Monthly fee
¥660/month
(¥726 with tax/month)

4G LTE smartphones

Monthly fee
¥630/month
(¥693 with tax/month)

au Certified

Monthly fee
¥500/month
(¥550 with tax/month)

※¥380/month (¥418 with tax/month) for mobile phones released before September 1, 2021

Replacement Mobile Phone Delivery Service [offered up to twice a year]

If your mobile phone is damaged and needs repair, or lost, a refurbished device of the same model and color will be delivered to you **within 3 hours** for the 23 wards of Tokyo and the city of Osaka^{★1★2} and **by the end of the same day at the shortest** for limited regions of Kanto, Chubu, Kansai, and Kyushu^{★2★3}. You can specify the date and time zone for delivery, or pick up your device at a convenience store or from a courier delivery locker^{★4}. An LCD-protection film will be affixed to the screen^{★5}.

Fees

1st time/year: **¥4,000 (¥4,400 with tax)*** (Usually ¥5,000/¥5,500 with tax)
2nd time/year: **¥7,000 (¥7,700 with tax)*** (Usually ¥8,000/¥8,800 with tax)
* With a **discount of ¥500 (¥550 with tax)** when applying online, and a **discount of ¥500 (¥550 with tax)** without a replacement phone. ※**Free of charge** for any naturally occurring damage within a year from date of purchase (30 days for au Certified).^{★6}

How to sign up

- Online...
UQ mobile website top ▶ Search by keyword "Repair and Delivery Service" ▶ Replacement Mobile Phone Delivery Service
- By phone... Repair and Delivery Service Center  0120-925-919 [9:00 am – 8:00 pm (365 days a year)]

⚠ Please send back the damaged phone within 14 days after receiving the replacement. Otherwise, you will be charged ¥40,000 (¥44,000 with tax). Please do all the data backup/migration/deletion you need beforehand, as our company will not return your phone after collecting it.

Data Recovery Support

Rescue your data from a wet or damaged phone with the data recovery service!

Fee: ¥5,000 (¥5,500 with tax)/application (success-based)

※Applicable to smartphones released on or after September 2, 2021.

※Number of times the service is offered: once/year

Carry-in Repair Service

Service will include 3-year warranty, repair discounts, and special model renewal prices for waterlogged and irreparable phones.

※au Certified is not included.

Cautions when using the Repair and Delivery Service

- ★1: Applicable to smartphones released on or after September 2, 2021. The device can be delivered to you within 3 hours after you apply for the 23 Tokyo wards/Osaka City. Please apply between 9:00 am and 5:00 pm. The fee will be 3,000 yen (3,300 yen including tax) per application.
- ★2: Delivery may be delayed in cases of bad weather or congested public transport.
The desk may operate for shorter hours or close if traffic congestion is expected, including during the Bon period and the end/beginning of the year.
- ★3: Same-day delivery for Kanto, Kansai, and Chubu (Aichi, Mie, Gifu and Shizuoka; excluding some areas) if you apply before noon, and for some parts of Kyushu (excluding some areas) if you apply by 11:00 am.
In principle, next-day delivery will apply to other areas / time zones (excludes some regions and remote islands).
- ★4: You can pick up your phone at a convenience store or from a courier delivery locker only if you apply online. For details, please visit the UQ mobile website.
- ★5: Applicable to smartphones released on or after September 2, 2021.
The device will arrive with an our company-specified LCD-protection film affixed to the screen. Our company shall not be liable for scratches on the surface and peeled or misaligned device edges caused by use of the product. The film cover is not applicable to certain models due to the nature of those models.
- ★6: The warranty will not cover situations caused by your willful misconduct or negligence, nor damage caused by disasters (earthquakes, volcanic eruptions, tsunamis, floods).

※If you purchase a new mobile phone, such as when upgrading to a new device or getting a new one, you will automatically be unsubscribed from Repair and Delivery Service you were using with your previous mobile phone.

※The information on this flyer is current as of August 2021.

For details, ask a store staff member or visit the UQ mobile website

KDDI Corporation/Okinawa Cellular Telephone Company