

Pixel Pass

All things Pixel. All in one plan.



Pixel Pass brings Pixel and Google services together in one easy subscription at a monthly price. Pixel Pass includes:

- The latest Pixel phone with zero percent financing over 2 years, with the option to upgrade to a new Pixel after 2 years
- Device protection which covers the Pixel phone against accidental damage, out of warranty mechanical/electrical breakdown (Hardware Services), and loss and theft (not applicable in New York)
- Automatic phone backups and 200GB of cloud storage with Google One
- Ad-free YouTube videos and non-stop music streaming with YouTube Premium and YouTube Music Premium
- Access to hundreds of apps and games—without ads or in-app purchases—with Google Play Pass
- Access to Google Store offers throughout your subscription

In NY device protection coverage is provided under a Service Contract. Loss and theft coverage are not included.

Google Fi voice/data/text are not included in the subscription and cost extra.

How to Enroll in Pixel Pass

You can subscribe to Pixel Pass from fi.google.com at time of device purchase. Customers are not required to subscribe to Pixel Pass, which includes device protection, in order to purchase, lease, finance a device or obtain wireless service with Google Fi.

Once you subscribe to Pixel Pass and your Pixel phone ships, your Google services turn on automatically, and you can enjoy them on any platform where they're available — just sign into the Google Account you used to subscribe to Pixel Pass. Device protection coverage will begin on the date of device shipment. All benefits available in Pixel Pass, including device protection, are also available for purchase on a standalone basis.

You can find and manage details of your Pixel Pass subscription, such as device information and upgrade timeline, within your Fi account. For your convenience, the Pixel Pass subscription monthly charge plus any applicable taxes will appear as an individual line item on your Google Fi bill. The monthly cost varies by device. **To see the monthly cost for your device, view the [cost chart](#).**

Filing a device protection claim

To file a claim, [contact the Google Fi support team](#) or call (844) 825-5234. Be sure to file a claim within the time frame indicated in your coverage documents. If your device is lost or stolen, call (844) 825-5234 to suspend your service and protect yourself against unauthorized use.

Have your device's IMEI and cause and date of loss or damage on hand when filing a claim. In certain cases, additional documents such as a government-issued ID or proof of loss may be required to process your claim.

When you file a claim, you'll be presented with the repair/replacement options available to you.

If your device is authorized for walk-in repair:

- You will receive an email with repair location information to have your device repaired.
- Replacement parts used for repairs will come from our authorized servicer's inventory. This may include reconditioned, rebuilt or new parts of like kind and quality to the original device parts.

If your device is authorized for replacement:

- It will be a reconditioned device of like kind and quality. If a reconditioned device is not available, it will be replaced with a new device of like kind and quality. Device color may vary depending on availability.
- It will be shipped via next-business-day delivery, when available, and no additional cost.
- After receiving your replacement device, you'll have 14 days to return your damaged/malfunctioning device (not applicable to loss/theft claims). Otherwise, an unrecovered equipment fee of up to the retail price of the replacement device plus applicable shipping costs will apply. Instructions on how to return the device and prepaid shipping materials will be provided.

Claim Limits

There is no claim limit for covered mechanical/electrical breakdown claims. For accidental damage, there is a limit of up to two covered claims in any rolling 12-month period, based on the date of the first repair or replacement. For loss/theft (not applicable in New York), there is a limit of up to one covered claim in any rolling 12-month period based on the date of replacement. There is a maximum replacement value up to the purchase price or replacement value of the covered device (whichever is lower) less any applicable deductible except in NY, where the maximum coverage per claim is \$1,500.

Service Fees/Deductibles

Once your claim is approved and the repair is completed or the replacement device has shipped, the nonrefundable service fee/ deductible will be applied to your monthly bill. Service fee/ deductibles vary by device and claim type. **To see service fees/deductibles for your device, view the [cost chart](#).**

Other Important Information

- Disclaimers related to the insurance coverage provided under this plan don't apply in NY. Device protection coverage in New York is provided under a service contract.
- We will provide you with your device protection coverage documents with full details on benefits, exclusions and service fees/deductibles when you enroll in Pixel Pass. You'll be provided advance written notice of any material changes to the device protection coverage terms within 30-60 days as indicated in your coverage documents.
- Google North America Inc. employees are not licensed insurance agents and are not qualified or authorized to assess the adequacy of your existing coverages. The device protection coverage in this subscription may duplicate other coverages you may have such as homeowners or renters insurance and will cover you before any other insurance. You may check with your licensed insurance agent for your own insurance assessment.
- Google North America Inc. receives compensation for services performed in connection with the device protection coverage in this program.
- **Electronic Document Delivery:** You can receive your device protection terms and conditions and related communications electronically by supplying your email address and consent at the point of enrollment.
- **Term:** Once you subscribe to Pixel Pass and your Pixel phone ships, your Google services turn on automatically. Device protection coverage will begin on the date of device shipment. The covered device must be activated on Google Fi's network within 30 days of the plan start date and must remain active on the network or coverage will be canceled.
- **Covered Items:** Device protection covers the device, standard battery, standard charger and SIM card (if applicable to your device). Accessories included in the original device packaging are also covered in the event of an incident simultaneously affecting both the device and the accessory.
- **Exclusions:** Device protection does not cover losses caused by or resulting from abuse, misuse, service performed by anyone not authorized by the manufacturer or Assurant, intentional or cosmetic damage, manufacturer's recall, losses covered under the manufacturer's warranty, and certain acts of God. Refer to your coverage documents for a complete list of exclusions.
- **Cancellation:** You can cancel your optional Pixel Pass subscription at any time by selecting "Cancel Pixel Pass" under "Pixel Pass" on your account page. If you cancel within the first 15 days after your Pixel phone is delivered, you can cancel your subscription and send the phone back for no charge. If you cancel after that, your subscription ends immediately and you must pay the remainder of your phone cost at regular price. If the you cancel your Pixel Pass subscription, you'll lose access to Google One, Google Play Pass, and YouTube Premium, and your device protection coverage will end. This is a month-to month up to 23-month renewable subscription that must be paid on a monthly basis, or the subscription will be canceled for nonpayment. We will not cancel the subscription for nonpayment without providing you with the opportunity to pay within the applicable notice period.
- **Underwriter/Provider and Administrator Information:** Underwriter/provider and Administrator Information: In all states except NY, coverage (for mechanical/electrical breakdown (Hardware Services), accidental damage, loss and theft) is underwritten by American Bankers Insurance Company of Florida, NAIC 10111; principal address: 11222 Quail Roost Drive, Miami, FL, 33157; (305) 253-2244; jurisdiction: Washington D.C. and all states in the United States; domicile: FL. Coverage is provided under a Master Policy issued to Google North America, Inc. You will be the Certificate holder on Google North America Inc. Insurance Policy for mechanical/electrical breakdown (Hardware Services), accidental damage, loss and theft coverage benefits. In NY, coverage for mechanical breakdown and accidental damage is under a Service Contract provided by Federal Warranty Service Corporation. The Provider's address and phone number is P.O. Box 105689, Atlanta, GA 30348-5689; (877) 881-8578. This program is administered by The Signal (P/C License #53379 (PA); P/C License #0D79676 (CA); 480 E. Swedesford Rd, Suite 350, Wayne, PA 19087; 1-877-881-8578). These companies operate under the trade name Assurant. For CA customers, the California Department of Insurance consumer hotline is (800) 927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is (800) 492-6116. In UT, insurance coverage is provided under form number CDP20001P(GF)-0721. For customer support and general program inquiries, customers can call (844) 825-5234. To request a sample of state-specific coverage documents prior to enrollment, call (866) 450-5185.

All of their trademarks are the property respective owners.