

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 ¥726/month	4G LTE smartphones 4G LTE tablets	Monthly fee ¥693/month*1	Feature phones Wi-Fi router	Monthly fee ¥418/month
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*1: ¥418/month for smartphones (4G LTE) and tablets (4G LTE) released before September 2018 ※Prices differ for some devices such as Galaxy Z Flip3 5G (SCG12)/Galaxy Z Fold3 5G (SCG11)/Galaxy Z Flip 5G (SCG04)/Galaxy Z Fold2 5G (SCG05)

Replacement Mobile Phone Delivery Service 【 Can be used up to two times 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}. And LCD-protection film will be affixed to the screen^{★5}.

Fees

- 1st time/year: **¥3,300**^{★6} (Usually ¥5,500)
- 2nd time/year: **¥6,600**^{★6} (Usually ¥8,800)
- With a **discount of ¥550** without a replacement phone, and a **discount of ¥550** when applying online.
- **Free of charge** for any naturally occurring damage within a year from date of purchase^{★7}

How to sign up

- Online...
au website top ▶ Search by keyword “Replacement” ▶ 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 ¥44,000 or more^{★2}. Please do all the data backup/migration/deletion you need beforehand, as KDDI will not return your phone after collecting it.
*2: Prices differ for some devices.

Data Recovery Support

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

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

※Applicable to Android smartphones or tablets and 4G LTE feature phones released on or after October 2018 ※Number of times the service can be used: Once/year

Carry-in Repair Service

Bring your phone to an au Style or location selling au products. Service includes a 3-year warranty, repair discounts and special model renewal prices for waterlogged and irreparable phones.

Notes on using the Repair and Delivery Service

★1: The device can be delivered to you within 3 hours after you apply only in the 23 Tokyo wards/Osaka City. Please apply between 9:00 am and 5:00 pm. The fee is ¥3,300 per application. ※Applicable to smartphones, tablets, 4G LTE feature phones, and Wi-Fi routers released on or after October 2018. ★2: Delivery may be delayed in the event of bad weather or heavy traffic. The desk may operate for shorter hours or close if heavy traffic is expected, including during the O-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 (excluding some regions and remote islands). ★4: You can pick up your phone at a convenient store or from a courier delivery locker only if you apply online. For details, please visit the au website. ★5: Applicable only to smartphones, tablets and 4G LTE feature phones released in or after October 2018. The device will arrive with an au-specified LCD-protection film affixed to the screen. au 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: Customers and family members who have been au subscribers for 25 months or more will receive a discount of ¥2,200 as a benefit for long-term use. If the lines subscribed to this service, or the same Family Discount as the lines include a line that is subscribed to au for 25 months or more, the line subscribed to this service will be eligible for the long-term discount. Customers who are using a tablet or Wi-Fi router must be subscribed to the set discount (WIN Single Set Discount or Smartphone Set Discount), and the contract for the line covered by the set discount must be more than 3 years since subscription. ★7: The warranty will not cover situations caused by your willful misconduct or negligence, nor damages caused by disasters (earthquakes, volcanic eruptions, tsunamis, floods). ※If you purchase a new au mobile phone, i.e., 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 au mobile phone. ※Cancellation or temporary suspension of au contract will result in automatic cancellation from Repair and Delivery Service. However, if you change your plan from an au plan to a plan from UQ mobile, Repair and Delivery Service will be continued, and monthly fees will be charged. ※If you change your plan from an au plan to a plan from povo2.0, you will be automatically unsubscribed from Repair and Delivery Service. ※The information on this flyer is current as of November 16, 2021. ※Prices indicated include tax. ©“Android” is a trademark or registered trademark of Google LLC. ©“Galaxy” is a trademark or registered trademark of Samsung Electronics Co., Ltd.