

asurion

[? Help >](#)

If you have your original device, call [1-888-281-5813 \(tel:1-888-281-5813\)](tel:1-888-281-5813) to speak with a Tech Coach expert. They will help make sure your contacts, photos, and apps are backed up and you're ready to activate your replacement device once it arrives.

You're all set!

We're bringing your replacement very soon.

Here's what happens next

Delivery by mail

We'll process your claim and ship your replacement device. You'll receive an email with tracking information, and your replacement device should arrive in 1-2 business days.

To avoid additional fees, send us your original device within 15 days -- if it's not lost or stolen, we'll provide you prepaid shipping materials with your replacement device. If your original device included a stylus, please include that in your return as it is part of the original device.

Warranty

Your replacement device comes with a 12-month warranty. For warranty issues contact Asurion at [1-888-881-2622 \(tel:1-888-881-2622\)](tel:1-888-881-2622) ([tel:\[object Object\]](#)).

About your claim

For your reference, the phone number associated with this claim is (970)

231-5855 and your claim ID is 506085416051.

Shipping Information

Address:

steve winter
37687 Highway 257
Windsor CO 80550-2519

Expected Delivery: 1-2 business days

Billing summary

Deductible	\$99.00
Shipping fee	INCLUDED!
Total fee	\$99.00

Payment details

VISA card ending in 2071

For damage claims

You are also required to return your damaged or malfunctioning device (device only) within 15 days to avoid any processing fees.

Once your replacement is active, make sure you erase content on your damaged device before returning it.

Contact information

Alternate phone number:

(970) 231-5854

Email address:

steve@sjwfarms.com

Replacement device



Samsung Galaxy S10 Plus 128GB Black

Accessories:

Sim Removal Tool

Charging Cable

Charging Block

Print this page

Hide Transaction Details

[Terms & Conditions\(https://www.asurion.com/terms-conditions/\)](https://www.asurion.com/terms-conditions/) [Terms of Use\(https://www.asurion.com/terms-conditions/\)](https://www.asurion.com/terms-conditions/)

[Privacy Policy\(https://www.asurion.com/privacy-policy/\)](https://www.asurion.com/privacy-policy/) [Contact Us](#)

© Asurion 1992-2025. All Rights Reserved.