

FAQs

1. Where can I pre-order for any of the iPhone 13 products?

Customers can either visit any open Globe Store nationwide or check out the Globe Online Shop to pre-order any of the latest iPhone 13 device, inclusive of the iPhone 13 Mini, the iPhone 13, the iPhone 13 Pro, and the iPhone 13 Pro Max.

Available devices for Pre-Order.

Device	Storage	Color
iPhone 13 Mini	128GB, 256GB, 512GB	Pink, Blue, Midnight, Starlight, (PRODUCT) RED
iPhone 13	128GB, 256GB, 512GB	Pink, Blue, Midnight, Starlight, (PRODUCT) RED
iPhone 13 Pro	128GB, 256GB, 512GB, 1TB	Sierra Blue, Silver, Gold, Graphite
iPhone 13 Pro Max	128GB, 256GB, 512GB, 1TB	Sierra Blue, Silver, Gold, Graphite

2. When will I get my new iPhone 13?

Customers can pre-order their new iPhones from October 15 – 21, 2021. First day for releasing, whether in-store or door-to-door delivery will be on October 22, 2021.

Note: For deliveries, best to immediately open and check the new iPhone for any cosmetic damages. For damaged units, kindly visit any Globe Store for proper handling.

3. What is the pre-order process online?

For those who will pre-order online, visit the Globe Online Shop via shop.globe.com.ph. On the homepage, customers can either visit the iPhone 13 Gallery or directly search for the iPhone of their choice.

Once the device variant, color, and storage is selected click add to cart and proceed to checkout. After checkout, the website will be redirecting the customer to the application form, and would need them to fill up necessary details for approval. Customers will also be asked to upload documents as Proof of Identity and Proof of Financial Capacity. For the full list of requirements, visit <https://shop.globe.com.ph/help#requirements>. For faster approval, also ensure images are not cropped, not blurred and has not been shot with flash.

After document submission, customers can now submit their application, from which they will be receiving an email confirmation containing their GLO code, as a reference number for their plan application.

4. What are the available payment options?

Customers can enjoy a variety of payment options both on the Online Shop and in any of the Globe Stores nationwide. As an HSBC cardholder, you are entitled to a 0% installment on your cashout for up to 36 months!

5. I am already a Globe subscriber. Is this also available for recontracting customers?

Yes. The iPhone 13 Pre-order is open to both new applicants (first time and additional accounts) as well as customers who are up for renewal.

Application Process



Globe



Visit any Globe Store Nationwide or visit shop.globe.com.ph

Check out the iPhone 13 Gallery or directly search for the iPhone 13 of your choice.

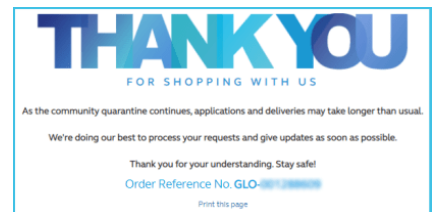
Select the color and storage size that suits your preference and lifestyle.



Click on Add to Cart and Proceed to Checkout



Fill up the Application Form and submit necessary documents for approval.



Submit & wait for the confirmation email. Globe will reach out for updates on the application.