



## Repair Terms & Conditions and Warranty Statement

Thank you for choosing our repair services. We aim to provide reliable, transparent repairs backed by clear terms and a fair warranty. These Terms & Conditions apply to **all devices** we accept for repair—including Apple, Samsung, Android, and other brands—though some clauses may emphasise Apple devices due to their unique repair limitations.

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**By proceeding with any repair, you acknowledge the limitations below and agree to accept the risks.**

### 1. Software-Linked Features & Security Restrictions

Some phone manufacturers—particularly Apple—use software and firmware locks that tie certain features (e.g., **Face ID**, **Touch ID**, fingerprint scanners, and cameras) to the original logic board or housing.

These components may:

- Fail to function after repairs, even if original parts are reinstalled correctly.
- Stop working permanently following screen, housing, or component swaps.
- Become non-functional after official software or firmware updates.

We take all reasonable care during repairs, but cannot guarantee these features will continue to work after service—especially on Apple devices.

### 2. Manufacturer Restrictions

Most brands, especially Apple, do not officially fully authorise independent repair providers. As a result:

- Some repairs may trigger warning messages (e.g., "Unknown Part" notifications on iPhones, even when using genuine branded, brand new or used parts).
- Repairs may **void your manufacturer warranty**.
- Apple and some Android manufacturers may refuse service on repaired devices, even when genuine parts are used.

**We cannot be held responsible for any manufacturer refusing service or warranty after our repair.**

### **3. Limited Warranty on Repairs**

We offer a **90-day warranty** on the parts we supply and the work we carry out, unless otherwise stated. See further Warranty information below. This covers:

- Functionality of installed parts
- Workmanship defects

Our warranty **does not cover**:

- Damage from software or firmware updates (especially common with Apple devices)
- Features reliant on software pairing (e.g., Face ID, Touch ID)
- Issues that arise from third-party interference, misuse, or physical/water damage

### **4. Data Loss & Backup Responsibility**

Back up your data before bringing your device to us. We are **not liable** for lost photos, messages, files, or other data that may be affected during the repair process.

### **5. Post-Repair Issues & Inspection Policy**

If problems arise after repair:

- We require the chance to inspect and diagnose before offering any resolution.
- Tampering with or taking the device elsewhere before we inspect may **void your warranty**.
- Refusing inspection waives your right to a warranty claim or refund.

## Warranty Coverage

We offer a **90-day limited warranty** on all repairs. This warranty covers **functionality-related defects** in the parts we install and labor performed during the repair.

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### Screen Repairs

#### Detailed Coverage

We offer multiple screen options based on your budget and needs:

#### Genuine/Premium & Mid-range Aftermarket

- **Covered under 90-day warranty** for:
- Touch responsiveness issues
- Display malfunctions (e.g., ghost touches, dead pixels, unresponsive zones)
- LCD/display bleeding **only if not caused by external damage- these would be apparent immediately after fitting**
- Manufacturer-related defects

#### Budget Aftermarket Screens

- These are more affordable but **lower-quality alternatives** to OEM-grade parts.
- **Prone to easier breakage**, touch inconsistencies, and reduced display brightness or colour accuracy.

**No warranty is provided** for physical damage or display issues like:

- LCD bleeding after installation
- Cracking from minor drops or pressure
- Touch lag or sensitivity variance

By choosing a budget screen, you acknowledge the potential for reduced performance and understand that these parts are **not covered** for defects that are common to aftermarket manufacturing tolerances.

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### What's Not Covered (All Repairs)

- **New or additional physical damage** after the repair (e.g., cracked screens, pressure damage, or water exposure)
- Damage from software or firmware updates (especially common with Apple devices)
- Features reliant on software pairing (e.g., Face ID, Touch ID)
- **Issues unrelated** to the original repair
- Damage from drops, moisture, misuse, or third-party tampering
- **Cosmetic issues**, including scratches or scuffs
- Loss of water resistance (as repairs often break factory seals)
- Battery issues if the new calibration cycle has **not** been completed by

customer as advised at time of repair.

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### Warranty Claims

To initiate a warranty claim, get in touch to return the device to us for inspection. If the issue falls under warranty, we will repair or replace the part at no charge. If it's excluded, we'll offer repair options at standard pricing. For other claims see general terms and conditions above.

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### Important Notes

- Warranty is **non-transferable** and applies only to the individual and device listed on the original repair receipt.
- Coverage starts from the **date of repair**.

### Collection & Delivery Service

1 round trip (collect & deliver) within 2 miles of NN12 6NX is FREE  
Further trips may be charged.

1 round trip (collect & deliver) within 2-5 miles of NN12 6NX is charged at a flat rate of £10.

Addition trips, one ways are all POA.

Please see the map below for clarity.

