

# Mobile Essentials Repair Terms & Conditions

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This Repair Terms and Conditions contains information about repair services made provided by Mobile Essentials (ME2003 Pty Ltd, ABN 641 084 49770) for customers in physical retail stores and website (online shop). By having repair services with Mobile Essentials (ME 2003), you agree to these Repair Terms and Conditions, as amended from time to time.

## Table of Contents

1. Phone/Tablet/Laptop Status.....	2
2. Liquid Damage.....	2
3. Settings and Data.....	2
4. Waterproof Function.....	2
5. Warranty.....	2
6. The Warranty is Void.....	3
7. No Warranty.....	3
8. Manufacture Warranty.....	3
9. Payment – Credit Card Processing Fees.....	3
10. Devices Pick-up.....	3
11. Postage.....	4
12. Right Reserved on Unpaid / Uncollected Products.....	4

## **1. Phone/Tablet/Laptop Status**

- 1.1 Mobile Essentials (ME 2003 Pty Ltd. ABN 641 084 49770) will not be responsible if the phone has been physically damaged or has liquid ingress prior to handling.
- 1.2 Mobile Essentials will only be responsible for the requested repair areas.

## **2. Liquid Damage**

- 2.1 Phones which are faulty due to liquid ingress will have only 30 days warranty on the specific component fixed/replaced or work done (i.e.; no warranty for the failure of any additional components at a later stage).
- 2.2 Furthermore, due to possible progressive corrosion, Mobile Essentials accept no responsibility for any further faults which occur during the time between the quotation and the commencement of repairs.
- 2.3 PLEASE NOTE that there is NO WARRANTY on a phone which has been indicated liquid ingress again after the previous repair.

## **3. Settings and Data**

- 3.1 It is very important that customer should save any data to your personal computer / sim card. Please be aware that during the process of assessment, diagnosis and repair, it is possible that all all of the user software settings and data will not be lost, however it is best to be saved off your phone in the rare of event that it is lost. Please assume that all data will be lost when sending your product to us.
- 3.2 Mobile Essentials accepts no responsibility for such losses.

## **4. Waterproof Function**

For phones have waterproof function, any "open phone for check / for quote" or "phone repair" will make the waterproof function not available any more.

## **5. Warranty**

- 5.1 Mobile Essentials Repair Warranty applies where the exact same fault occurs or the replaced component fails within 2 months of repair.
- 5.2 A 2-month warranty on parts & labour will apply to all repairs completed.

5.3 A 30-day warranty applies to repair of liquid damaged phones.

## **6. The Warranty is Void**

Upon return of the phone, if the Mobile Essentials repair warranty label is tampered in any way whatsoever, or if any other party attempts repairs on the phone, or if the phone has been physically or liquid damaged, the warranty is void.

## **7. No Warranty**

7.1 Mobile Essentials does not provide any warranty for the installation of any spare parts supplied by the customer.

7.2 Labour charges will apply for the un-installation of spare parts where the spare part installed was not supplied by Mobile Essentials.

7.3 Labour charges may also apply for any cancellation or reversals of repairs after confirmation to proceed with repairs has been given.

## **8. Manufacture Warranty**

Phone's manufacture warranty will be voided once phone been opened or repaired at Mobile Essentials.

## **9. Payment – Credit Card Processing Fees**

A credit card payment processing fee of 3% for Visa, Bankcard and MasterCard applies in addition to repair costs, reflecting bank fees charged to Mobile Essentials for credit card payments.

## **10. Devices Pick-up**

10.1 Mobile Essentials will notify customer to pick up the device by sending SMS, emails, or via calling customer once repair been completed by Mobile Essentials or Cancelled by customer.

10.2 Customer should pick up the device within 30 days from the first notifications sent through SMS, email or phone call.

10.3 Mobile Essentials will not be responsible for the loss or damage to any phone that has not been picked up within 30 days from the first notification of completion of repairs.

- 10.4 Customer may pick up the devices from retail stores, head office or by mail. Customer must specifically state the method preferred to pick up the devices.

## **11. Postage**

- 11.1 Postage applies to the repair of product that will be post to Mobile Essentials and/or require to return by mail.
- 11.2 Mobile Essentials will notify customers of the postage fee upon quotation of the job.
- 11.3 In the rare event of a lost phone in transit, Mobile Essentials does not take any responsibility for lost/stolen goods in transit, whilst we do use and recommend reputable freight company's to pick up and deliver.

## **12. Right Reserved on Unpaid / Uncollected Products**

Mobile Essentials reserves the right to dispose of products and/or sell the phone 30 days after notification of completion of repairs if the service fee is unpaid and/or if the products are not collected in this time.