

## Ipad Agreement

### **iPads:**

iPad repair will be done straight away in front of the customer, with the customer at distance, from every screw to the finish of the job and will not leave until the job is complete and / or the customer is happy with the finished product or solution. iPhone batteries will be done with some distance due to the safety hazard of the battery lithium ion batteries in phones, this is to keep the customer safe and so they do not get an electrical shock from anything.

### **Diagnosis:**

Diagnosis will be split into two situations, call out and over the phone consultation, the difference between the two will be dependent on the situation of the problem. If something can be resolve and explained over the phone, then there is no need for a call out to the customer to see what the issue is and do a full diagnosis and a fee charged for this. However, not every issue can be as simple as "screen crack" as an example so, a call out might be needed to look at the issue in more detail so a solution can be made for that particular issue. When we turn up for a diagnosis call out, we will ask the customer to tell us a little back story of what happened and what is wrong with the phone. Then, we will take a look at the phone and go through the diagnosis by checking and going through each part of the phone finding out what is working and what is not so, then we can give out an exact quote for the repair/s needed to the phone. **DIAGNOSIS FEE WILL BE PAID IN FULL AS A DEPOSIT AND YOU WILL ONLY PAY FOR REPAIR IF YOU GO AHEAD WITH ANY REPAIRS.**

### **Customer say so and quoting:**

If customer rings or contacts for a certain quote for a repair, we will happily do that repair and give them the quote but, if that doesn't fix what they wanted then we are not liable, we will only retest the replacement that was installed. We can also, do this as just installing a part they have bought but, again we cannot be held reliable if it does not fix/work as it would not be our part, we only installed it. If we solve the solution which is not what the customer paid for then, a diagnosis fee will be charged.

### **Damaged parts:**

Our warranty on phone parts due to the nature of the use of phone we can offer a maximum of 30 days. If a part goes faulty within the warranty period then we will test it and double check the part if it is generally faulty and not by human error then it will be replaced. If on the very small chance a different part to what is being repaired is broke, we will happily admit to our fault and replace that part with a brand-new part. This is to ensure a customer is happy and to show us as a company pay for our mistakes. Sometimes on a rare occasion a part can be faulty straight away if this happens and there is faults with it we will double check it was not on human error by us or by the customer but, if it is not human error we will contact our supplier and get a replacement sent to us and we will replace it and do the repair again.

### **Cancellation policy:**

You are to give us valid amount of time of a cancellation of a maximum of 2hrs before your booking. However, we WILL NOT give back any deposit made for a repair if you cancel, this is because that deposit pays straight away for the part and parts are ordered for each repair as soon as that deposit comes in. This is so we do not end up with parts for old generations mounting up and not being able to may never been used and us losing out on money on buying a part that could not be used in a repair as we will never know if that particular model will come to us for a repair again by someone else. If you are not 100% sure you want a repair after a diagnosis, we will hold that quote without paying any kind of more deposit for a week so you have plenty of time to either get the money together for that quote or simply go away and think about it.

Sign:

Print Name:

Date: