

## **MacBook/iMac Repair:**

MacBook/iMac repair can be extensive and take a while to do depending what is the issue. Things such as Liquid Damage need to take a while and need to be taken to our lab to be treated for about week or two, this is to dry it out and thoroughly check every possible issue it may have. Normally, it will only take a few hours to do most repairs for a MacBook laptop but, things such as operating system and back up and hard drive replacements could take some time and could be left with the customer and be on a free phone contact and free call back help. That will come at no extra cost for the customer and will be in place to help save customers some money on the repair. These Repairs would have to be done at some space away from the customer as it is a lot of screws and a lot of electrical parts around, each job will be done with anti-static equipment, so it doesn't set any shocks to the computer and damage any other components. It will specifically need a clean, dust free desk to be worked on with nothing nearby to disturb any possible screws so none can be lost. DEPOSIT/S IS NONE REFUNDABLE.

## **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 a 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 it is not down to us, we will only retest the replacement that was installed but, it has to be said that we do it on their say so. 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.

## **Damaged parts:**

Our warranty on Mac parts we offer 6 months. Also, for battery repairs we give a month warranty, Hard Drive warranty will be with the manufacture of the Drive and not us. 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.

Full Name:

Sign:

Date: