

# Terms & Conditions for Mr Fixit Shrewsbury

Tech Repair Terms and Conditions ( Not applicable to Custom work)

## 1. Quotation

The repair price quoted by our Engineer is an estimate only and is based on the information you have provided to us on the Mr Fixit website, social media messaging or over the telephone. It is possible that the price to repair the unit will be higher than the estimated price (for example, if the information provided was inaccurate, or if your unit has other faults). On these occasions you will be contacted via email, phone or social media to authorise a new repair quotation.

- 1. a. FREE Collection/drop back** applies only to ONE paid repair and does not cover subsequent collections unless agreed by Mr Fixit Shrewsbury

## 2. Minimum Charge

All repairs carry a “minimum charge”. This cost covers engineer’s time and any parts used to attempt to repair the unit. This will also include any collection or delivery costs. After inspection, the minimum charge will become due when:

- The unit is Beyond Economical Repair (i.e. it would be cheaper to replace the unit than fix it)
- We provide a new repair quotation and you refuse this quotation
- You change you mind after work has been carried out that you agreed to. (Full cost may be sought)

Note that return postage cost will be charged in addition to the minimum charge. At our discretion we may waive the minimum charge if you give us permission to use the damaged unit for spare parts.

## 3. Turnaround time

Repairs usually take 3-7 days from the date they arrive at our repair centre, this excludes the time taken for return delivery which is outside of our control (although we use a next-day service for the vast majority of units). During busier times repairs can take longer to be processed. If you do require the unit back quickly then we strongly recommend that you ask for the “Fast Track” option (if available). Here are the general waiting times for repairs;

- iPhone screen repair – 1 hour (if item in stock)
- Samsung screen repair – 3-5 days for stock, 1-2 hours Fitting
- Laptop screen repair – 3-5 days for stock, 1-2 hours Fitting
- Console HDMI – 2-3 weeks
- Console Drive Replacement (HDD/BluRay) – 3-5 days
- Console Clean – 1-2 hours (usually same day)

## 4. Return postage

Please note that postage covers UK mainland only. We can send repairs worldwide – but prices will vary for each country. Please contact us for a price before sending in a repair.

## 5. Repair warranty

Our repairs carry a limited 1 month warranty except the following:

Liquid damage repair – No warranty

Console Repairs that came in as Red/Blue Lights of death – No Warranty

In the unlikely event your unit becomes faulty within the warranty period then you must contact Mr Fixit Shrewsbury within 14 days and report any issues you are experiencing, (we are not liable for your costs to return the unit to us). We will investigate and respond within 3 working days of receiving the item. If the problem is related to the initial repair, we will carry out a further repair free of charge and return at no cost. If the unit has further problems not related to the original repair or parts not replaced in previous repair we will contact you and let you make a decision with regards to the cost. We will attempt a re-repair on your unit TWICE after the initial repair. If after this, the unit is still faulty we will issue a refund (minus the minimum charge and disposal fees). We will need to see the unit and make sure it is faulty prior to issuing a refund. Any damage to the replaced item, not caused by the item or repair itself, will void any warranty given on the repair. For example, if a screen is repaired and returned faulty, if we find damage that has been caused by blunt force or similar, a full cost to repair will be likely. It is advised that any protection put on the devices stays on until the warranty period ends.

To clarify: If you send a unit to us under the repair warranty, the cost of the postage to send the unit to us will be covered by you, however we will return the unit to you free of charge if a problem is found. If the problem is not related to the original fault or no fault is found, return postage charges will apply.

## **6. Unpaid repairs**

Units will be held for a maximum of 30 days after they are either repaired, deemed BER or requiring a re-quote. We will make reasonable attempts to contact you by phone and email a minimum of 3 times. If you have not made payment within 30 days, the unit will be auctioned to recover our costs.

## **7. Third Party Parts provided by customer**

Any parts provided by the Customer are not covered by any warranty or guarantee given by Mr Fixit Shrewsbury. Any repair work undertaken using the Customers own parts is subject to additional charges. Mr Fixit Shrewsbury will do their best to take every care with the parts, however we do not accept any liability when it comes to the condition or quality of the parts supplied by the Customer nor do we accept liability for any damage caused to the parts provided by the Customer when out of our care.

Mr Fixit Shrewsbury takes great care in looking after your goods, Any broken item brought in for repair will be classed as refurbished or beyond repair, care is taken when gaining access to devices, however some marking may be left, or consequential damage to other components in order to carry out the repair and this may increase the cost of repair.

## **8. Liquid Damage Repairs**

Liquid damage repairs can be very temperamental and are carried out on a "best endeavours" basis. On occasions the original fault can reappear after the unit has been repaired and sometimes the faults can even get worse after a period of time.

## **9. Accessories, Games, Power Supplies**

Please do not send any accessories (or Console games/disks) in with your repairs unless we have specifically requested them (e.g. for a power problem we may request the charger or power supply). We cannot be held responsible for any loss or damage to accessories whilst in our possession (SIM cards, memory cards, chargers, boxes, cases, cables, mounts etc). On occasions we may ask for certain accessories to be sent in after our initial diagnosis for further testing as they may be related to the fault.

## **10. User data / information**

We will do our utmost to retain any data on your unit, however we cannot be held responsible for lost data, including;

- \* Ringtones
- \* Photos & videos
- \* Contacts
- \* Saved game data and content (for Consoles)

\* Favourites locations (for Sat Navs)

\* Music (e.g. MP3)

Please ensure you backup your unit before sending it to us.

Laptop hard disk upgrades will leave no user data on the laptop after the work has been completed, it may be that we need to format your existing drive, we will get your permission before doing so if this is the case.

We can attempt to recover data from Hard drives, this is subject to additional charges, but it is not guaranteed, any data recovered would be put onto a device of your choice.

### **11. Payments**

Payments are requested by email/message once a repair has either been completed successfully or if the unit has been deemed BER or you refuse a requote. Cheque payments will be subject to a clearance delay of approximately 5 working days. We accept Visa, Mastercard, Switch, Maestro, Solo, Visa Delta all via PayPal or you can use direct bank transfer which is preferred. Cash on collection is also an option.

### **12. Mistakes in bills, receipts or payments**

Whilst we endeavour to ensure accuracy in all that we do, occasionally mistakes do happen. We will correct any mistakes in bills, receipts or payments as soon as possible, and no later than 30 days of agreeing to do so.

### **13. Abuse**

Mr Fixit Shrewsbury has a zero tolerance towards abuse towards its employees and its customers, either face to face or via social media messages. We take photos of all items that come into the workshop, photos of before and photos after. We also report all abusive messages and threats however small to the Police. We aim to provide a friendly and comfortable service so will do what we can to prevent abuse towards employees and our customers.

### **14. Complaints**

If you have a complaint, this must be made in writing either by email or by letter within 14 days. We will not accept verbal complaints neither in person nor over the telephone. Upon receipt of your complaint, we will investigate the nature of your complaint and endeavour to resolve it to your satisfaction and to avoid any reoccurrence.

We undertake to:

- Acknowledge your complaint in writing within 5 working days
- Advise you how long it will take to resolve the complaint
- Keep you informed throughout the process of our investigation

If no agreement can be reached, then alternatives to resolve the matter may be considered.