

Please ensure you read through the following terms and conditions. If you have any questions, please ask. Once you agreed by signing, this agreement will continue until your device has been repaired or otherwise collected and we have received any payment due. If after reading this statement you do not wish to continue with your repair, please inform us immediately - you will not be charged. However, if we have carried out an inspection, you will incur our minimum inspection fee.

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### 1. MINIMUM INSPECTION FEE

All work undertaken is subject to an inspection fee and varies dependant on the device. This is due payable as a deposit when your device is booked in. After completing our inspection, we will contact you so you can authorise any additional costs not agreed when your device was booked in. We will not carry out any additional work without your approval. If the unit becomes beyond economic or physical repair the inspection fee and any additional approved parts costs will be non-refundable.

### 2. ESTIMATED TIME FOR REPAIRS

Any approximate time provided is an estimate only and forms no obligation. We will endeavour to return your device as soon as is reasonably possible but any special parts order or additional repair requirement e.g. logic board may add to the repair time. We reserve the right to adjust the timescale in the event of any unforeseen issues or any additional requests made by you.

### 3. DATA

Any data stored on your device is your sole responsibility and we accept no liability for any loss or corruption. We fully recommend that you take a back up of your data prior to dropping your device off. We can provide some recommendations and provide a quote to supply an external drive to enable you to store your data.

### 4. QUALITY CHECKS

In order to complete quality checks on your device, we will require your device password and SIM card. Should you prefer to keep this information private, we can still proceed but will not be able to perform a full function check on the device. If this is not made available and further work is required, you will be subject to a "re-sealing fee".

### 5. MANUFACTURER'S WARRANTY

Use of MBS IT may void your manufacturer's warranty. To avoid this, please take your device directly to the manufacturer. Please note, accidental damage is rarely covered under manufacturer's warranty.

### 6. PARTS FITTED TO YOUR APPLE DEVICES

MBS IT is not an Apple Authorised Service Provider (AASP) therefore any parts fitted are non-genuine Apple parts and are third-party manufactured. Due to slight variations, the parts we install may not fit in exactly the same manner as the original part.

On the iPhone 11 model and above, you may receive a pop up message advising that the phone has detected the use of a non-genuine part. During the fitting of a replacement digitizer, dust may land and settle between the screens. Although we will try our best to avoid this, it does occasionally go unnoticed during the sealing stage and is unavoidable.

### 7. HOME BUTTON REPLACEMENT

If the Touch ID home button, sensor or cable on your device is damaged, a replacement part may disable the function of the Touch ID sensor and will act as a standard home button or in the case of the newer iPhone models, it will render the button unusable. Based on experience, we do not recommend transplanting an original home button as functionality is often affected and may feel different when depressed.

### 8. USED BATTERIES

MBS IT has no facility to dispose of old/used iPhone, iPad, laptop and MacBook batteries. Old batteries cannot be left on our premises. Customers will be given their old battery when they come to collect their device. These can be safely disposed of at the local household waste disposal site.

### 9. WATER RESISTANCE RATING

Some original parts such as the water seal in an iPhone cannot be replaced and your device will lose any water resistance rating it may have had once opened.

### 10. CHASSIS DAMAGE

If your chassis is bent causing the screen to lift away, we will attempt to refit it. We will not replace the screen unless it has failed. If a replacement screen fitted by MBS IT cracks or lifts once it has left the workshop, it will not be covered by warranty.

### 11. SPECIAL PARTS ORDERS

Pre-ordered parts will require full payment prior to order. If after three months the customer has not brought their device in for repair, we reserve the right to use the part.

### 12. COSMETIC DAMAGE

Due to the nature of the work carried out, cosmetic damage may occur during inspection or repair. We will minimise this wherever possible.

### 13. NEGLIGENCE

In the unlikely event that your device is damaged beyond economical repair due to our negligence, our liability limits us to providing a replacement with a similar device. We will retain your original device as part exchange.

**14. CATASTROPHIC FAILURES**

On occasion, a catastrophic event occurs whereby there is a failure of component parts making the unit beyond economical or physical repair. The inspection fee is non-refundable. On occasion, the fault may not be initially evident and only becomes apparent when the device is opened. This is especially the case when the device has incurred shock damage. We may discover a fault that was at first 'hidden' or 'masked'. Should the screen be badly damaged we may not be able to perform a pre-test of functions prior to opening the device. We will quote for any additional parts/labour accordingly.

**15. WARRANTY** All work carried out to repair your device is covered by a warranty unless otherwise specified. The warranty varies dependant on the repair but is usually 30 days from the date of invoice unless otherwise specified. This warranty will cover any reoccurrence of the original fault and/or any part replaced. It will not cover any additional faults that have arisen. Certain iPads such as the Pro range do not come with a warranty if the battery is replaced. New equipment supplied by us will normally come with a 12-month manufacturer warranty, unless otherwise specified. Parts fitted come with a 30 day warranty. Issues caused by impact or accidental damage are not covered by warranty. Any replacement screen fitted to a damaged/bent chassis is not covered by warranty. If any signs of liquid damage are found upon return of your device for a warranty inspection, we reserve the right to void the warranty and charge for any repair. We do not offer a warranty on any device that has been damaged by a liquid. Any issues that arise after a repair on a liquid damaged device are beyond our control. Any further repair work required will be chargeable. Following a repair, a warranty will be void if the device has been opened by anyone other than an MBS IT technician or has changed ownership. Home buttons are not covered under warranty if Touch ID is lost or if the button feels different. . If a repair to an iPad involves screen removal, the screen may become weakened during the process – subsequent screen failure would not be covered under any warranty. Repairs to iMacs whereby the screen needs to be removed to undergo work - there is the possibility that the screen may break. The customer is required to confirm by email that they understand the risk of the screen breaking and are happy for us to proceed with the repair. The customer is responsible for paying for a new screen to be fitted – both parts and labour. will be charged for the screen if it breaks

**16. 3RD PARTY REPAIRS**

If deemed appropriate we reserve the right to use companies that are within the IT profession but not within the MBSIT skill set. The customer will be responsible to pay for this service in addition to the initial inspection charge and any subsequent repairs charges. The 3<sup>rd</sup> party inspection fee will vary dependent on the device and level of work required. We will only utilise a 3<sup>rd</sup> party on your approval. Once inspected by the 3<sup>rd</sup> party the customer will be provided with a quote to repair the device. At this stage, the customer can decide whether they wish to proceed. As this service generally involves work on the logic board, we unable to guarantee that your device will be fixed. Due to the nature of the repair, the issue may worsen or become beyond economical repair. Should this be the case, you will only be liable for the inspection fee(s) or any parts that have been used. Repairs carried out by our 3<sup>rd</sup> party specialist may not come with any warranty. For example, the repair carried out by the 3<sup>rd</sup> party may only enable the unit to have an attempted data recovery carried out. In other circumstances your main hard drive where your data is stored may be formatted in the attempt to repair the unit. There will be an additional charge for data recovery It is the customers responsibility to ensure that they have an up to date back up of their data store.

**17. CUSTOMER EQUIPMENT**

You will be notified when your device is ready to collect. If necessary, we will send a reminder. Due to space restrictions, we will recycle any device that has not been collected after 60 days, beginning from the time you were first informed the device was ready to collect. A refund will not be provided. We are entitled to keep your device until all outstanding fees are paid.

**18. ITEMS RETURNED TO CUSTOMER BY COURIER**

On request, we can return repaired items by courier. We cannot accept any liability for loss, damage or theft of the item once it has left our premises. If an iPad or iPhone appears to be faulty upon delivery to your address, you should contact us immediately as there is a time restriction on reporting damages. When required, the unit should be returned to MBS IT at your expense. following inspection, this may be reimbursed. Glass cannot be insured by our courier or the Royal Mail.

**19. PAYMENT TERMS**

Full payment is required upon ordering of new equipment or software. Please be aware that all such items are non-returnable as they are ordered on a per client custom basis. The order cannot be cancelled by the customer once placed with our supplier. This does not include faulty or damaged items. Any balance due on a device in the workshop must be paid pre/on collection. If you fail to pay for and/or collect your device after 60 days, we reserve the right to sell or dispose of the unit in order to offset any costs incurred. We reserve the right to charge a £12 admin fee each time we communicate with regards to a late payment. Payment terms can be found on the invoice.

**20. DATA PROTECTION**

We will ask for your name, email and telephone number when you book your device into the workshop. We will use this data to communicate with you throughout the repair process. At this time, you can chose to opt in/out to receive any information on any new services.

Terms for MBS IT LTD 05/11/2023

Customer's Signature..... Customer's Name .....  
(Agreement to MBS IT terms of sale) Date...../...../.....