

OUR WARRANTY POLICY

- Our Warranty covers any repaired or replaced parts that malfunction, or do not work as intended or designed.
- Warranty is limited to the parts and/or service(s) that were paid for. If only parts were purchased, warranty is limited to the replacement of the parts. If parts and repair service were purchased, warranty extends to cover the labor cost of part replacement and any other repairs specifically resulting from the initial repair, except in the situations outlined below.

Warranty is voided by:

- **Subsequent mishandling that causes the frame/device to bend, twist, or crack**
- **Liquid/Water damage**
- **Subsequent accidental or purposeful drops**
- **New damages unrelated to the original repair**
- Tampering with internal/external hardware/housing
- Damage resulting from attempted customer repairs (DIY)
- Software issues unrelated to the repair/arising after repair
- Jail-broken or rooted devices
- Any loss of data occurring as a result of the repair - customers are advised to back up all data prior to repair attempt

Our warranty also does not cover the outcome of a repair if certain pre-repair conditions exist, including:

- **Devices unable to be tested fully prior to repair**
- **Water damage**
- **Existence of damage to the frame of device, as noted prior to the repair**
- Existence of known manufacturing and/or performance issues related to the device separate from the repair, as noted prior to the repair
- Jailbroken/rooted devices
- Tampering with internal hardware: under certain conditions, internal damage may make a repair impossible. Your technician will be able to explain in further detail upon diagnosing your specific device. If in doubt, we recommend that you do not attempt to repair on your own, as any damage may affect the reparability of your device.
- A NON-Working, damaged or severed home button/biometric scanner

The warranty is valid only for the specific device repaired and the original customer; it is not transferable across devices or if the device is sold or given to another individual.