

Agreement for repair

The terms set out in these Conditions of Repair ("Agreement") shall apply to the service ("Service") we provide to repair your smartphone, tablet, computer and/or any accessories ("Device") on the service check-in form.

Reference to "us", "we" and "our" refer to SARALA COMPUTERS LTD and references to "you" and "your" are references to you ("Customer"), the person addressed on this form.

We will ask for your name and address and the other details so that we can notify you when your Device has been repaired and provide you with an efficient after-sales service. We may also send you text messages and/or emails from time to time to alert you to new services and promotions. By signing the T&C and using these Services you consent to our use of your personal information as described. If you do not wish to receive such correspondence, please let us know.

All repairs (unless otherwise stated)

This Agreement shall commence from the date you sign the service check-in form and shall continue until we have repaired or otherwise returned your Device, whichever is sooner, and received any payment due from you. We shall make reasonable efforts to repair your Device subject to the availability of any parts required and/or the terms of any relevant guarantee or warranty. We shall perform the Service using our utmost care and skill. We shall use original/or refurbished and the high-quality compatible parts for the repairs of your Devices. We shall require the passcode of your Device(s) in order to test the Device(s) before and after the Service. If you do not provide us with a passcode, we are not responsible for any additional fault which can appear later. Any time estimate for completion of the service, which may be given to you, is an estimate only and does not form any obligation under the terms of this agreement. We will aim to return your Device(s) as soon as reasonably possible, however, any Board Level (Level 3) repairs (i.e., repairs to the logic board of the device) may take at least 3 working days to be completed. We shall notify you when the Device(s) is repaired. If we are unable to complete the Service for any reason, or the Service will incur further costs payable by you beyond that initially estimated, we will notify you immediately. If no fault is found on your Device or you do not accept our revised estimation, we will return your Device to you unrepaired.

The cost of repair will be calculated where possible in accordance with our standard charges as published on our website. Payment's methods are Cash, Card or Bank Transfer. Name: SARALA COMPUTERS LTD, Sort Code: 60-00-01 Account Number: 39307271

We shall be entitled to keep your Device until all charges payable have been paid.

Use of our repair Service will void your manufacturer's warranty. If you would like to avoid this, then please take your Device directly to the manufacturer. Your manufacturer will not cover any accidental damage.

Warranty

Without passcode we cannot test your device before and after repair. Without passcode any revealed fault unrelated to our repair are not covered under warranty. Screens/digitizers are covered for 12 months warranty but not if they are physically damaged after repair. Bent devices are not covered under warranty. In extreme rare cases, home button or face recognition have a tendency to stop working after removing from original screen/digitizer. We are not responsible if they stopped working. Peripheral parts are covered for 6 months. Batteries are covered for 3 months. Liquid damaged Devices are not covered under warranty. The warranty includes the repaired/replaced part(s) only and does not include further accidental damage to repaired parts.

If your repair fails within the warranty period, we will either repair the device again, or issue a refund under no fix. We do not pay for return shipping to us. Any waterproof Devices will no longer be waterproof following the repair. In extreme cases, due to inappropriate usage (dropped, bent device) and motherboard design flaws (cold solder joints, cracked tracks) secondary issue may develop.

We have a right to refuse a repair if Device is in different/worse condition as described in check-in form. We will contact you immediately if we notice any differences.

Some EMI Shield are disposable, and they cannot be re-used as their design or material been made. Their missing does not effect on phone functionality at all.

Used parts after repair will be returned to you, for you to dispose of as you see fit.

Liability

Any data or information that you may have stored on the Device shall remain your sole responsibility and we accept no liability for loss or corruption of such data however caused and we therefore highly recommend that you back up your Device onto an external drive prior to commissioning our Service. It is your responsibility to keep a record of any such data.

If you use our service, be aware we will be working on the component level of your logic board therefore we cannot guarantee a fix on the device. Due to the nature of the repair, there is always a possibility that the damage may worsen to the stage where the device is beyond economical repair. In these circumstances we will return a Device unrepairable.

We do not take responsibility for any progression in damage for Devices that have been damaged by liquid or were in very bad condition. Opening the Device could set off further damage and, in some cases, such may be very serious and irreparable.

We do not take responsibility for any progression in damage where your Device has been repaired elsewhere prior to your repair at SARALA COMPUTERS LTD. Should any issues become evident, once the device is opened, we will contact you immediately.

We will not be responsible for any mobile device left at our facility for more than 30 days without contact or our consent. The mobile device will be automatically forfeited and disposed of.

We will not be responsible for incomplete repair if iCloud ID or password is forgotten by customer. You still need to pay full amount for repair.

By reading these terms and conditions, you certify that you have read this agreement, that you know and understand the meaning and intend of this agreement.