

## Website Access Policy

This website is operated by Little Apple Cellular Repair, powered by Wix.com. The terms “we”, “us”, “our” refer to Little Apple Cellular Repair. We offer this website for the end-user to use contingent on the Terms of Service of this website. By engaging with the website, you engage in our service and thus agree to be bound to the Terms of Service of this website. Any changes to the website (additions, subtractions, etc) are subject to these terms.

Terms will be hosted on the website and publicly available for viewing. The most recent Terms of Service will be hosted at any given time.

Information on this website may be incorrect or out-of-date, there is no express agreement to honor any incorrect or out-of-date information that may be present on the website. We are not responsible for website errors that may result in the above.

## Data Collection

Wix.com API may collect information from you in the form of cookies, IP data, and other such information. You consent to have this information taken. Generally speaking, we cannot view this data and this is purely for analytics reasons.

There is a form for scheduling repairs as well as signing up for our mailing list. Any information given in these forms you consent to share with Little Apple Cellular Repair.

## Repair Warranty and Terms

By engaging in a repair with us, you certify that you are either the owner of the device being repaired or are getting the device repaired with the consent of the owner of the device. Suspected stolen devices shall not be repaired or factory wiped under any circumstances.

Diagnostics on phones and tablets are free of charge - this is not contingent on repairs being done through our business. Diagnostics that require labor to be performed (cleaning, thermal paste re-application, etc), shall be subject to charge only AFTER notifying the customer. No charges shall be applied without first notifying the customer.

Little Apple Cellular Repair offers a limited lifetime warranty with all hardware repairs - this warranty concerns the parts replaced and the workmanship of the technician. We are committed to providing as much information to the customer up-front as possible, especially including risks of repair or potential existing damage to the device. As such, we ensure the customer has a complete understanding of our obligation to them, providing the repair promised, and reducing instances where warranty action is required.

The term of the warranty varies by repair/part but as a general rule is an extension of the warranty of the parts supplier in the case of defective parts. As a very general rule, all parts repairs are covered under a 1-year warranty at minimum, though there may be exceptions.

1. Defective parts are defined as issues with the purchased part installed for the device in question that is not-functioning or poorly-functional and not a result of physical or liquid-based damage.
  - a. Technicians retain the right to determine whether or not damage is function of defect or of potential physical or liquid based damage.
  - b. Example 1 - A screen is replaced on a device and two years after the repair there is inaccurate touch on the screen. So long as there are no physical cracks in the screen this would be considered defective and replaced.
  - c. Example 2 - A screen is repaired and dropped on a soft surface one week after the repair and has formed a hairline fracture. This would **not** be considered a defect, repairs may be undertaken that are not long-term stable from physical damage (for example, glass installed on a bent surface is more prone to damage).
  - d. Example 3 - A screen, camera, or other component shows itself to be defective (and has been verified by the technician) but is damaged before it can be brought into the shop. While regrettable, this is **not** considered a defect. As a show of good faith, we will generally offer to do the repair again at the cost of the part + token labor.
2. Workmanship defects are defined as errors in installation of the part on the phone, or errors that result in unrelated damage to the device.
  - a. Technicians retain the right to determine whether or not such issues were caused by the technician or by the previous physical damage.
  - b. Rusted-pipe type damages are not covered under defect or workmanship warranty. This is defined as damaged directly related to pre-existing damage. Example - a screen is damaged directly over the front camera. The camera works prior to screen removal, but due to the preceding damage, the camera is damaged by the removal. Little Apple Cellular Repair is not liable for these sorts of damage, however, such risks will be explained upon check-in to the best analysis of the technician present.

We make no guarantee to the full future functionality of the device. Phones in particular have very compact and dense electronics - issues related to a drop may not be visible at the time of repair and may not present for weeks or months after the repair occurs. This will be evaluated by the technician, but generally falls into the initial warranties concerning parts and workmanship.

All warranties are non-transferrable from the original customer of the preceding repair. Sale or gifting of the device voids all warranties.

The warranty is also void in the case of manufacturer software changes that affect how the phone and replaced part interact (to benefit or detriment).

All devices found to have liquid-based damage or intrusion have no warranty **except** on the part itself that was replaced, which enjoys the same warranty listed above. That being said, any damage resulting from the repair or the part itself are **not** covered as any part of the limited warranty.

### Refund Policy

Refunds on accessories are allowed within the first 30 days of purchase with valid receipt or record of purchase (card statement, store record, etc). There is a 25% restocking fee on all refunds to cover card transaction fees.

Refunds on repairs are generally not allowed - once a part is installed there is risk to damage the part on removal, and generally the original part has been processed or discarded by the point of being refunded. There are exceptions.

1. In the case where a part is defective and no replacement is available or possible, a refund may be issued with a 25% restocking fee.
2. Buyer's remorse is **not** a valid reason to refund a repair. In the case where a refund is requested but the part is still functional, a refund may be issued of the cost of the part so long as the part is functional and can be reclaimed. If the part is damaged, there is no available avenue for refund.

### General Conditions and Store Policy

We reserve the right to refuse service to anyone at any time within the laws concerning protected classes. Harassment and violence will not be tolerated by technicians or customers. Any policies concerning the right to refuse service shall be enforced in an equitable manner with few exceptions, if any.

We reserve the right to limit services depending on inventory, future orders, reservations, and so on.

The failure to enforce or exercise these Terms of Service, in whole or in part, do not waive the end-user of any part of these Terms of Service.

Any questions can be submitted via online-submission via website, via phone, or in-person.