

# Frequently Asked Questions:

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**Why should I send my iPod/iPhone/iPad to you?** A: We are the leading out-of-warranty iPod/iPhone/iPad Tablet repair service shop in Edmonton; in fact all of Western Canada, and have been repairing iPods, iPhones and other electronic devices for the past six years. We offer quick, friendly and efficient repair service for out-of-warranty iPod/iPhone and iPads.

**Q: How long will I have to be without my iPod/iPhone/iPad while it's being repaired by iPod Repair Center?** A: Most repairs are carried out within 1-3 business day; some complex repairs such as liquid damage or logic board repair can take longer. We pride ourselves on our quick turnaround times. However, on some occasions our turnaround times can be extended due to the nature of the repairs or parts availability. We do offer a "RUSH" service if you need your unit repaired sooner than the standard lead time.

**Q: I would prefer to bring my iPod/iPhone/iPad in person, can I drop it off?** A: Yes, you may either drop off and pick up when ready, or, depending on the nature of the repair, take advantage of our while-you-wait service (NOTE: \*RUSH\* service fee will apply for all while-you-wait repairs, please ask our friendly staff).

Our address:

iPod Repair Center Inc  
12203-118 Avenue  
Edmonton, Alberta  
Canada T5L 2J9

**Q: What is the procedure for sending my iPod/iPhone/iPad in for repairs?**

A: The first thing you do is fill and print a copy of the repair form and shipping label.

**PACKAGING** - Use a sturdy cardboard box or well padded envelope. Use plenty of bubble wrap or other packing material to protect the LCD screen in the event of an impact to the shipping box. Cut a piece of cardboard, the size of your iPod, iPhone, iPad Tablet and use a rubber band to strap it to the unit.

Please include the Repair Form in the box with your unit. Failure to include the repair form could result in delays getting your unit repaired and returned to you.

Affix the shipping label to your package and drop it in the mail. We recommend using a Registered Postal Service and ask for a signature, that way the iPod, iPhone, or iPad Tablet can be tracked.

Upon receipt of the device we will notify you and attempt the repair. Once repair is complete we will send you an email requesting online payment. Upon receipt of full payment we will ship the unit back to you using Canada Post Expedited Parcel/USA with Tracking Number.

**Q: What if my iPod, iPhone, or iPad Tablet has additional problems besides the one I mentioned? A: Secondary /additional Problems:** Sometimes after repairing the original problem, another problem becomes apparent. For example after replacing a battery, we might find that the headphone jack or WIFI does not respond. This was not obvious since nothing could be viewed on the screen and is often the result of a sharp impact, moisture damage or normal wear and tear. In such “secondary problem” situations, we will give you a repair estimate for a total solution. If the total charges exceed your budget, we could: offer to buy your unit for salvage purposes or refurbishment, or undo the original repair by removing our repair part and returning the reassembled unit back to you. \$20.00 return shipping with tracking number required.

**What if I Opened and/or Disassembled my iPod, iPhone, or iPad Tablet?** If you send us a disassembled or opened device, we reserve the right to charge an additional lab fee, since it takes us more time to evaluate and complete repairing disassembled devices. You will be notified of the additional amount before you are charged. Due to the unpredictability of this kind of situation, devices that we evaluate and found to have been opened before they reach us may be returned to you with the same or less functionality than when first received. Although we work diligently to try and prevent returning devices with less functionality than when received, those that have been opened by someone else usually end up with some kind of secondary problem or glitch.

**Do You Install Customer Supplied Parts?** We only install parts that were purchased from iPod Repair Center Inc. We do not install customer supplied parts, as we’ve found most of these parts to be inferior, unreliable and incomplete, compared to the ones offered by us. This includes swapping parts from one device to another.

**What happens if you break Something?** If a part in your device is accidentally damaged during repairs, we will immediately notify you of the situation and replace it. Due to the limited availability of some parts, we may replace your damaged part with a brand new or refurbished component of equal or greater value. This replaced part will still be covered under our Parts and Labour Guarantee policy. Please be aware that there are times when we attempt to remove a part in the exact same manner and force and technique as we do for all other devices that preceded yours, but end up causing damage if the part being removed/disconnected has a significant amount of corrosion and/or grime or other unexpected defect that does not allow for normal removal/disconnection. In these situations, we cannot be held responsible for any damage incurred as a result.

**Do you repair Jail –Broken or Unlocked iPods/iPhone/iPads?**

Yes we do, but due to the unpredictable behaviour of iPods, iPhones, and iPads that have been modified in any way from their original factory specifications, we cannot offer any guarantee on these devices. Although our parts will work with modified devices, we may be prevented from performing the necessary Quality Control tests to ensure that your device is functioning correctly before it is shipped

back to you. The very nature of any past, current, or future software/firmware update could result in hardware incompatibilities and/or unpredictable instabilities, either immediately or at a later date. We cannot be held responsible for any loss of functionality if such a situation occurs, nor are we obligated to replace our part with a new one, even if the root cause of the issue is directly related to our parts.

**Q: Will I still have my factory warranty intact?**

A: Unfortunately repairs not performed by the manufacturer will void your warranty.

**Q: Will the new digitizer or LCD screen be as good as the original was?** A: Yes, we use only high quality replacement parts with performance warranties to ensure that your repaired unit will look and perform as good as new.

**Q: Will the new battery perform as good as the old one when it was new?** A: Yes it will! We use a new, high capacity battery, so your iPod, iPhone, iPad Tablet will perform the same if not better.

**Q: What kind of parts do you use for repairs?**

A: We source parts from Hong Kong, China and, other parts of Asia and the USA. We use OEM parts whenever possible, but have discovered that good quality third-party parts work just as good if not better; the world-wide iPod boom has made it possible for these manufacturers to enter the marketplace which is now large enough to sustain them.

**Right to decline devices with hard-to-find or obsolete parts** Some parts for iPods, iPhones, iPads and older electronic devices have become extremely difficult to acquire. If we evaluate your device, or we begin to complete your requested repair and determine that it needs a part that can no longer be reliably acquired, we will send you an email to alert you of this fact and promptly return the device back to the same return shipping address you provided, less any evaluation or labour fees. Because of the decline in quality of some parts, iPod Repair Center Inc can no longer offer them in good faith to you, our customers. For Walk-In Out of Town Customers Only: In the event of the scenario described above, iPod Repair Center Inc. will ship your device back to the ship-to-address you provided, via Canada Post Expedited Parcel; anywhere in North America at our expense, as a courtesy to save you from having to make a return trip to pick up an unrepaired device.

**Q: What if you can't fix my iPod/iPhone/iPad?** A: If we are unable to offer you a repair quote for your iPod, iPhone or iPad Tablet, there will be no Repair fee charged. (Please note: this does not cover the diagnostic fee, charged in advance but deducted from the final bill)

**Q: Do you offer warranty on your repair services?** A: Yes we do. All repairs carry a limited 90 day guarantee; batteries carry a 6 month warranty.

**Do you work on Liquid Damaged devices?** Yes we do, however, Liquid Damaged iPods, iPhones, and iPad Tablets and most other electronic devices, exhibit a behaviour that can be described as the 'cascade effect' failure, beginning with a failure of one function and over time, having other functions follow. Depending on the extent of liquid damage; and only you know this best; the probability of saving

your liquid damaged device is about 0 to 30%. If your device has been submerged in any type of liquid for more than two minutes and you didn't wait for at least 24 hours before turning it on, we suggest you replace the unit. Although we thoroughly clean each component in the device to remove all traces of moisture and humidity, we offer no warranties for liquid damaged repairs, since these devices are subject to unpredictable failures.

**Q: Will I be charged if you have quoted for a repair and I decided not to go ahead?** A: Yes and No. We do charge a diagnostic fee in advance, which is deducted from the final total. This fee is not refundable if you choose not to have the repairs completed, as compensation for our time and any parts used in the attempt to repair your unit. *Please note: As we are troubleshooting your iPod, there is the possibility of your unit being fixed in the process. Since we can't 'unfix' your iPod, iPhone or iPad Tablet, in this case, if no parts are required, there will be no additional charges.* There will be no further charges if you decide not to have the repairs completed.

**What happens if I you can't get a hold of me?** We make every attempt to complete the requested repairs and return your iPod, iPhone or iPad Tablet or any other device back to you as quickly as possible. We *will* need your approval to accept quotations to continue the repair process and invoicing when repairs are completed. If we are unable to reach you through the contact information you provided on the intake form after two attempts, and you haven't claimed your device within 60 days, your device will be deemed "abandoned" and properly disposed of. We will not be held responsible for any abandoned devices or the data stored on them. Furthermore, the lab fee and the cost of the repairs will not be reimbursed.

**Q: What payment methods do you accept?** A: We accept PayPal, Money Orders, Cheques\*, Certified Cheques, VISA, MASTERCARD, DEBIT and AMERICAN EXPRESS for your convenience.

\*All cheques must clear your bank before any unit is returned.

**Q: Will I lose any data from my iPod/iPhone/iPad?** A: In the process of servicing your iPod/iPhone/iPad you could lose your music and/or other data. In most situations we do not need to restore your unit, but in certain cases of hard drive problems, firmware glitches or liquid damage, it may be necessary to do so.

Please note: We will not be held responsible for the loss of any data from you device while it in our repair facility. This includes: pictures, videos, text messages, emails, settings, etc.

*Back up your Data!* Simply erase and re-sync when your unit is returned to you. If your data is particularly important and you cannot backup please let us know when you send in your iPod/iPhone/iPad for repairs.

**Q: If you can't fix my iPod/iPhone/iPad will you be able to sell me another used or new one?** A: We usually keep a stock of refurbished iPod/iPhones and iPads available for sale. We may offer you a discount if we can recycle your defective iPod/iPhone/iPad and use the working parts.

**Q: What is the diagnostic fee?** A: This charge covers our technicians' time to diagnose and attempt the repairs to your iPod, iPhone or iPad Tablet.

**Q: How will my iPod/iPhone/iPad be returned?** A: *Return Shipping:* We use Canada Post Expedited Parcel/USA with TRACKING NUMBER.

### **Parts & Labour Guarantee**

All parts and labour are guaranteed for 90 days on repairs performed by iPod Repair Center Inc. Batteries carry a six month guarantee. We guarantee that our parts will perform as advertised. If for some reason they do not, please contact us immediately so we can offer you a resolution.

**Note:** If you purchased a kit, accessory or part, warranty coverage begins exactly two days after the item is shipped. For walk in customers, warranty starts immediately. If the part or accessory has been installed and later returned, there will be no refunds, only exchange. Customer is responsible for shipping both ways. If the part you purchased is no longer available from our suppliers, and a replacement part is required, we will not be able to provide you with a replacement part and will not be able to honor this guarantee.

All parts being returned will be tested. If the part is functioning properly, there will be a 20% restocking fee, provided the part or accessory is in the original package, unused and in resalable condition. If the part is found to be defective a replacement will be sent out to you at our expense.