

TERMS AND CONDITIONS, AGREEMENT OF SALE and RMA POLICY

Use of this site is governed by the TERMS AND CONDITIONS AND AGREEMENT OF SALE set forth below. Please read them carefully. Your use of this site indicates your acceptance of these terms and conditions. iPod Repair Center reserves the right to make changes to this website and these terms and conditions at any time without prior notice. By placing an order, the purchaser accepts and agrees to the said TERMS AND CONDITIONS contained herein. This Agreement takes precedence over any other verbal or written agreement between iPod Repair Center and any customer or prospective customer.

Payment

Secure payment can be made by Credit Card through PayPal, Money Order, or cash at store location

Credit card payments are subjected to fraud screening and additional information may be required to complete your transaction.

Orders placed within Canada will have 5% GST added if not added in the shopping cart.

Diagnostic Fees: Charged in advance, but deducted from the final repair total. The fee is \$39 for iPods & iPhones, and \$59.00 for Android based smart phones and iPads. This fee is non-refundable if you choose not to have your device repaired or if the device ends up being unrepairable. This fee pays for our Technician's time to evaluate your device.

Please also note: As we are troubleshooting your device, there is the possibility of your unit being fixed in the process. Since we cannot 'unfix' your device and since no additional parts are required, the only charge will be the lab fee for our technician's time to troubleshoot your device.

All prices posted on the web are for mail orders only and may be different in store.

Shipping

We make every effort to immediately ship all orders placed and paid for by 5:00pm Mountain Time, the following day.

If ordered parts are not immediately available, the customer will be notified of the expected fulfillment date.

Canada Post is the primary carrier. Customers can request other forms of shipping at checkout. Delivery delays are not the responsibility of iPod Repair Center Inc, however we will act in the customer's behalf to resolve shipping problems with the selected carrier.

Refund and Exchange Policy

Customers must request an RMA authorization prior to returning any merchandise to iPod Repair Center

Authorization may be obtained by email – info@ipodrepaircenter.com

RMA is available to the original purchaser only.

All software sales are final

There will be no refund or exchange for any software.

Customer is responsible for proper packaging of RMA returns. All warranties will be void on items that are returned inadequately packaged.

Any wrong, missing, or damaged item must be reported to the RMA department within 24 hours of receipt via E-mail.

We are not responsible or liable for the loss of any data regardless of how caused. The customer is responsible for backing up all information before the device is sent in for repair, returned for warranty repair or replacement.

Opened and/or disassembled iPod, iPhone, iPad or other device 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 devices in this condition. 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.

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.

Devices That Were Repaired Before: If your device was repaired somewhere else prior to bringing it to us, there is the possibility that it could have been repaired with inferior parts or had excessive force applied to make a connection. We have found that because of improper fit, when removing these broken or defective parts, there is the possibility of damage to your device rendering it useless or sometimes, needing additional repairs to solve the problem. We will NOT be responsible if your device is damaged beyond repair under these circumstances. If we are able to remedy this situation, depending on the time and effort required, there could be additional charges.

What happens if we break something?

If a part in your device is accidentally damaged, 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.

Please note: Sometimes while attempting to remove a component with the same technique and pressure or force as we have done for all other repairs like yours, we end up causing collateral damage, if the part being removed is corroded and/or fused to other delicate integral parts, preventing normal removal or disconnection. In these situations, we cannot be held responsible for any damage incurred.

Please also note: Repairing any Device that is not Functioning Properly at 100%: If you bring us a device with any broken part that renders it unusable at 100%, we will try our best efforts to repair it. If upon completion of your repair, the device does not turn on and function, we will not be responsible for replacing the unit. The only remedy we can offer is the return of your lab fee, at our discretion, based on the time and effort needed to try repairing your unit. We hope

you understand this delicate point as we are only promising “Best Effort” in order to help “Out of Warranty” customers who would not be otherwise covered by their Original Warranty.

Jail –Broken or Unlocked iPods/iPhone/iPads

Due to the unpredictable behavior of iPods, iPhones, and iPads that have been internally 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 returned to you.

Restoring your iPod/iPhone/iPad During Repairs

If your device needs to be restored, and you do not specify which firmware version you want installed, we will install the latest version available.

Software Updates and Parts Incompatibility

Future firmware or software updates could result in hardware incompatibilities or glitches with your repairs. Although our parts will work with your unit, we cannot be held responsible for any future loss of functionality if this situation occurs; nor are we compelled to replace our repair part, even if the malfunction is directly related to it.

Right to decline devices with hard-to-find or obsolete parts

Certain 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 an email to alert you of this fact, offer you an alternative if possible, or promptly return the device back with no return shipping charge. If applicable, we will credit your account for any parts or accessories that you have purchased and no longer need. 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. Please check the devices we service before sending your unit in for repairs.

Note: In the event of the scenario described above, if it's a model we service, iPod Repair Center Inc. will ship your device back to you via Canada Post Expedited Parcel; anywhere in North America at our expense, as a courtesy.

Liquid Damaged Devices

Liquid Damaged iPods/iPhones/iPads and most other electronic devices exhibit a behavior 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 70%. If your device has been submerged in any type of liquid for more than two minutes and you didn't wait for at least 48 hours before turning it on, we suggest you replace the unit. We also suggest that you place your device in a Ziploc bag of uncooked rice as soon as you possibly can and ship it...rice and all. 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.

Firmware Missing or Bricked Devices

For devices that are stuck in Recovery Mode, can only make emergency calls or de-activated, we will attempt to re-activate it using the latest version of iTunes and Recovery Software. De-activated devices hamper our ability to conduct the necessary tests before they enter the lab for

repairs. Phones arriving de-activated and without active SIM cards, prevent us from identifying certain issues before and after their evaluation and repair process. This could result in devices leaving our repair depot with undetectable issues, causing frustration. This could also put us in a position where a customer can claim that a certain function on the repaired device is no longer working, when we had no way of properly evaluating this feature when the device was received. For this reason, we cannot be held responsible for any loss of functionality on devices arriving de-activated that we cannot re-activate.

Abandoned Devices

We make every attempt to complete the requested repairs and return your iPod/iPhone/iPad or any other electronic 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 via the contact information you provided during checkout after two attempts, and you haven't claimed your device within 30 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/or the cost of the parts purchased and/or the cost of shipping will not be reimbursed.

Devices with built-in cameras

We will take one photograph with your device before repairs and one after. We will review the two pictures to verify that your camera is functioning. In accordance with our Privacy Policy, no other pictures of yours will be viewed.

Regarding iPads and Tablets

We are only offering to repair your defective unit, not bring it back to the exact specs as when you bought it new. These units are assembled in controlled environments and no matter how hard we, or anyone else tries, there will be the odd dust particle, slight scratch or a minor smudge upon reassembly. We will not reopen your unit to remedy this situation unless it is blatant and interferes with the ordinary use of the device, when turned on. Thanks for your understanding.

Regarding All Devices with Touch Recognition

Due to a design flaw, the touch recognition on your iPhone 5S may not function after screen replacement. We cannot be held responsible for this defect. We guarantee the home button to be working if it came in working.

Regarding Battery Replacements: If we replace the battery in your Smartphone or other electronic device and the original problem persists, we will test our battery to see if it is still good. If our battery is still good, the problem is with your device and no warranty or refund will be issued. If the returned battery is tested as "dead," we will replace it once more with a new battery. If the original problem persists and the second battery is tested "dead," the problem is with your device and no further warranty or refund will be offered.

Regarding iPhone 4

Due to a design flaw, your proximity sensor may not function after screen replacement. We will offer to try a "patch" at no charge, but cannot offer a guarantee that this will fix the problem.

Regarding iPhone 6 and 6 Plus: Due to a manufacturing defect referred to as "**Touch Disease**" If we replace your broken screen and your phone exhibits touch problems, we will not reopen it to replace the screen with a new one. Also, if your device is having touch problems

without a broken screen and you ask us to replace the assembly we will do so and give you the Original screen. We will not refund your money and remove our screen if your phone still exhibits touch problems. The only remedy we will offer under this circumstance is to replace our screen with your Original one, give you the unbroken replacement to keep and direct you to Apple.

Pricing

Our prices for repairs, parts, kits, accessories, and shipping, may increase or decrease in the future. iPod Repair Center Inc will not be responsible for reimbursing the difference in any price changes, whether by promotion or any other reason.

Secondary Pricing

In order to save you money, we also offer “secondary repair pricing” for devices requiring more than one part replaced; the first part will be billed at the primary repair price and subsequent parts will be priced at the lower “secondary repair” price. This pricing only applies to single units. If you have two or more devices requiring one part replaced in each, all units will be billed as “primary repairs.” Please see [price list](#) for details.

Serial Numbers and Images on Repaired Devices

Serial numbers are carried on the logic boards of iPods, iPhones and iPads. On some older iPods and iPads, the serial numbers can be found on the back cover. After replacing logic boards or back covers, the serial number in iTunes will not match the newly installed components. The picture of your unit in iTunes might also be different to your actual unit.

Alarms and Alerts

Please turn off all alarms and alerts on your device before sending to us. We will not be held responsible for consequences resulting from disabling of any alarms or alerts on your unit, intentional or unintentional.

Screen Guards, Protective cases, Wraps

On some occasions and only when absolutely necessary, in order to safely open your device to complete a repair, we need to remove the screen guard, wrap, or case, etc. These items might be rendered unusable after removing and although we try to be as careful as humanly possible, we cannot be liable for any damage to these items and will not replace them at our expense. If you want the old screen guard, protective case, or wrap returned, please indicate clearly on the intake form.

All Parts and Labour: 90 days on performance. ALL warranties are pro-rated.

We guarantee that our parts will perform as advertised; sometimes they don't. When this happens, please contact us immediately so we can help resolve your situation.

Note: Kits, accessories and DIY parts, warranty coverage is 30 days. If the kit, accessory or part has been installed and later returned, there will be no refunds, only exchange.

Do not remove any protective films or wrappings from screen assemblies. Please follow our repair tips at [iPod Repair Center Store Website](#). 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 honour this warranty. However, we'd be happy to offer you an alternative solution at that time.

All parts being returned for refund will be tested. If we find the part or accessory is in the original package, unused and in resalable condition, we will issue you a refund, less 10% restocking fee.

Merchandise returned under warranty as defective will be tested. Where the finding is contrary to the complaint, a Technical fee of not more than \$25.00 and the return shipping charges will be posted to the relevant account before the item(s) is return the customer.

All refurbished iPods, iPhones, iPads and other electronic devices are warranted against defects for 30 days from the date of the original shipment and will be handled by repair or exchange only.

All warranties are void if returned product is found to be abused, scratched, mishandled, mislabeled, modified, or altered in any way.

Customer is responsible for proper packaging of RMA returns. All warranties will be void on items that are returned inadequately packaged.

We reserve the right to modify these policies anytime at our discretion, in order to properly and fairly serve our customers.