
LIMITED WARRANTY FOR GOODS

BACKGROUND:

These Warranty Terms and Conditions represent the definitions of the My Tech Repairs Ltd, Limited Warranty provided on the sale of goods advertised to include a 12 month My Tech Repairs Ltd Limited Warranty. This Warranty does not apply to any Goods sold which have a valid manufacturer's warranty. My Tech Repairs Ltd, trading as My Tech Repairs Ltd, a Private Ltd Company registered in England under number 11984340, whose registered address is Office 5, Acorn Business Centre, Acorn Court, Butts Street, Leigh, WN7 3DD.

Warranty:

1. Your device is covered with a 12-month Warranty. The Warranty commences from the date of your Order, your Receipt of Invoice is your proof of purchase and Warranty, so please keep it safe.
2. In the unlikely event of your device being damaged in transit, please contact us to report such damage within 24 hours of the delivery, please take photos of the damaged device and the packaging clearly showing any damage to the box as we will need this evidence to file a claim against the courier.
3. Your Warranty does not cover accidental damage; such as but not limited to liquid spillage or penetration or dropping the device.
4. Your device is covered for labour and parts in the first 60 days after purchase, beyond 60 days your warranty will cover labour costs only, if your device requires new parts after 60 days, the cost of any parts required will be covered by you.
5. Batteries, chargers, keyboards and mice are only covered for the first 30 days after purchase.
6. If the device develops a fault within the first 14 days since purchase, we will provide you with a prepaid return label, or arrange a courier to collect the device to be returned for repair. If you decide to return the device using your own courier, we will not reimburse the cost of this for you or be responsible for any further damage to the device in transit.
7. You have a 14-day cooling off period to return the device for a refund. Buyers must cover the cost of returning the device. All items must be returned well packaged in the original packaging and in its original condition. Damage during transit will invalidate both the Warranty and cooling off period.
8. If you are unable to arrange for your own courier, we can organise our own to collect at a cost of £15 for UK mainland collections. This fee must be paid in advance prior to the courier being booked.
9. Should you experience a problem with your device which is covered by this Warranty, you will be liable to return it for repair, we aim to process all repairs within 7 working days.
10. Before returning your device, please make sure it is fully backed up including any data and applications. Also remove any hardware such as Bluetooth dongles, disks, and

any other accessories.

11. Your device is sold as a graded refurbished device (typically grade A-C) and therefore it is not new and will potentially show minor scratches, scuff marks and other damage, and may also potentially not perform exactly the same as a new device.
12. Software except the device operating system is not included unless stated otherwise in the listing. Software issues relating to or likely to have been caused due to operating system updates are not covered by this warranty.
13. Customers are solely responsible for making sure that any games, applications, software or other programs are compatible with the device.
14. You must make sure you contact us prior to returning any device in order to obtain an RMA number. If goods are returned without a RMA number attached, this may cause delays in us dealing with any issues, repairs or returns.
15. All decisions made by My Tech Repairs Ltd in relation to repairs and returns are final.