

QuickMate Phone Repair – Warranty Policy

At QuickMate Phone Repair, we pride ourselves on quality repairs and customer service. To protect both our customers and our business, we provide the following warranty terms:

1. Warranty Coverage:

- Screen replacements, battery replacements, and major component repairs include a **3-month limited warranty**.
- Accessories such as chargers, cables, and cases are covered by a **30-day warranty**.
- The warranty covers **defective parts** or **workmanship issues** directly related to the repair performed by QuickMate Phone Repair.

2. What's Not Covered:

This warranty does **not** cover:

- Any **physical damage** after repair: drops, cracks, impact, bends, pressure damage, or liquid exposure.
- Display issues such as **green lines, black spots, dead pixels, or screen burn-in** appearing after the repair.
- **Swollen batteries** or damage caused by overcharging, third-party chargers, heat exposure, or misuse.
- Water or dust damage, even if the device was previously water resistant — repairs may compromise original water resistance seals.
- Normal wear and tear, including natural battery capacity reduction over time.
- Software issues, system errors, or data loss not related to the repair.
- Issues caused by **unauthorised repairs, modifications, or tampering** after service.
- Devices with **pre-existing damage** not addressed at the time of repair.
- Any loss of manufacturer's warranty — repairs done by QuickMate Phone Repair may void your device manufacturer's warranty.

3. Warranty Claim Process:

- Customers must present the **original receipt** as proof of repair.
- All claims must be inspected by a QuickMate Phone Repair's technician to confirm eligibility.
- If the issue is covered, the part will be repaired or replaced at no extra cost.
- If not covered, a repair quote will be provided.

4. Limitations:

- Warranty applies only to the specific repair carried out, not to the entire device.
- QuickMate Phone Repair is **not responsible** for any data loss, software malfunction, or future hardware failure unrelated to the repair.
- In rare cases where replacement parts are unavailable, QuickMate Phone Repair may offer an equivalent solution or a partial refund.
- Warranty is **non-transferable** and applies only to the original customer.
- Warranty does not cover **consequential damages** (such as business losses, missed calls, or personal inconvenience) caused by device failure.

5. Customer Responsibility:

- Customers are responsible for **backing up their data** before repair. QuickMate Phone Repair will not be liable for data loss.
- Devices must be handled with care after repair — further physical, water, or environmental damage voids the warranty.
- Customers are responsible for using **genuine and safe charging accessories**. Damage caused by third-party or faulty accessories will not be covered.