

# Cell Phone/Device Repair Agreement

1. Any repair that is specifically requested, such as 'screen repair', will have that repair done ONLY. Not all damage can be seen with the naked eye. If other obvious damages are found in the course of the repair (power button not functioning, home button sticking, no wi-fi, etc), those damages will be assessed but NOT REPAIRED! This ensures that the repairs will be done on a timely basis and your quote remains accurate.

2. Devices can only be picked up by the customer the ticket was created under and signed for. If you need anyone else to be authorized, please let us know. We will not hand a device to a friend/spouse/relative without prior authorization to do so by the agreement signer. This keeps private data private and keeps our customer's information secure.

3. DEVICES WILL NOT BE RESET/RESTORED UNLESS REQUESTED. All videos/music/photos will be preserved to the best of our abilities. This is a priority. If the device is not functional without a reset/restore to factory defaults, we can inform the customer of the correct procedure or perform it ourselves at your request. This procedure can take several hours.

4. We do not keep many parts in stock to reduce the chances of damaged replacement parts and to give customers the best price available. All part orders are placed on a bi-weekly basis (every Monday and Thursday). Dependant on the origin of the part, orders can take as little as 2 days or up to a minimum of 7-10 BUSINESS DAYS (Mon-Fri) to arrive. If a 2nd replacement is needed, for whatever reason, please allow for extra time.

5. If a repair requires parts to be special ordered (see schedule above), a deposit may be required. If a special order repair is canceled by the customer within 90 days of the initial ticket creation and before the repair can be fully attempted, there is a 30% restocking fee deducted from the initial parts deposit. If the labor charge was paid with the deposit, that labor amount will be fully refunded. After 90 days, part deposits are non-refundable. After 120 days from the date of last contact any parts that have been ordered will be repurposed, the deposit forfeited, and a new deposit and order would have to be placed. In instances where a device is left in shop in lieu of a down payment, the same percentage on the ordered part price for the restocking fee applies before the device can be released back to the customer. All deposit time frames also apply to these devices.

6. Time to completion estimates are what they are, estimates. Time out can vary depending on the device, the repair needed, parts availability, and current repair workload in shop. No discounts will be given for extended time frames. The same work is being done regardless of when, and we're sure no one wants us doing shoddy work. At times we can have anywhere from 2 to 40 repairs in line ahead of you. Please understand that we're just giving each device the care and attention it needs, whether it's your device or the customer's ahead of you.

7. If the device is a phone, scheduling can be arranged around work/private schedules. We understand that you have a personal life that requires attention and communication. Please understand that we do also!

8. Devices sometimes, regrettably, die in our hands. Devices are as diverse as the customers that bring them to us. We have no way to tell how well or poorly a device has been treated before we see them. If a device stops functioning in the course of the repair, we will inform the customer immediately. In-depth mother/main/logic board damage is difficult to repair in the best of situations, and consumes a lot of labor hours. To better serve our customers, if the repair would exceed the cost of replacement, we will stop work immediately. Xcessoriz takes no responsibility, expressed or implied, in these situations. It doesn't benefit us in any way if/when it happens.

9. Parts are guaranteed! If we replace a part, and that part still doesn't function, we will order another replacement at our own expense. Other damages are the responsibility of the customer (see #1, also see Warranty Policy section).

10. If your device has a pass code or password we need to know this! If a device is locked we will not be

able to properly test the device once the repair is completed. If the repair is completed, and still no pass code/password is provided, the repair will be considered AS-IS!

11. All jobs will be held for 30 days from date of contact that the work is completed. After 30 days, we will attempt final contact to resolve any amount due. If no resolution is available or we cannot contact you at the options provided to us (disconnected number, etc), Xcessoriz reserves the right to assume ownership of the device. We will then attempt to finalize payment in some other way, including but not limited to selling the device.

12. A copy of this statement and our warranty policy are provided when repairs are dropped off. You can also request additional copies for reference. Just ask the associate after signing.

13. Xcessoriz accepts no responsibility for working on notably lost or stolen devices. By signing this agreement, the signer takes full responsibility for the status of the device brought in for repair.

14. Here at Xcessoriz we strive to give quality service and customer assistance. This also applies to the customers before you and after you. Remember, we get a lot of repairs in, so if it's taking some time we apologize. Mobile devices have delicate electronic components! Care and patience must be exercised when working on them. If we rush through them, the work will show it!

15. By signing I hereby acknowledge the provided statements of service and warranty: