

Warranty Policy

Xcessoriz Repair Service

This declaration of warranty defines the policies and procedures concerning part and labor warranties for Xcessoriz device repair:

Xcessoriz warranties any parts, materials, or adhesives used in given repair for a period of 1 year (from date of repair). Said parts warranty is carried expressly by Xcessoriz. This warranty shall cover, but is not limited to:

- a. Manufacturer damage
- b. Installation damage
- c. Damage accrued in shipping

Instances where part(s) warranty will be void are as follows:

- a. Any Physical Damage
- b. Water Damage
- c. Damage from normal wear and tear
- d. Damage accrued during customer repair (don't try to fix it yourself, we can tell!)
- e. Damage caused by another repair service
- f. Damage caused by previously non-repaired components
- g. Damage caused by user/owner error or misuse
- h. Repairs on devices that are Rooted (Android) or Jailbroken (iPhone)

Xcessoriz warranties all labor and materials used in repair of said device for a period of 60 days from date of repair. This includes, but is not limited to, labor needed for any additional repair on this device and materials/adhesives required. Labor needed for in-depth soldering work will be billed at ½ the normal rate, which would come to \$15/hour.

If your device is repaired and you notice something not working correctly, not staying in place or peeling, or adhesive coming loose, bring the device in immediately. If something is coming apart or detached, **DO NOT USE THE DEVICE AS NORMAL!** If the adhesive is coming loose, we can fix that easily. If you decide to continue using the device as-is, any damage accrued from that will be the responsibility of the owner. Example, if your screen seems like it isn't staying in, we will repair that no problem. If you decide to continue using the device, however, and the screen cracks or stops functioning, the part **WILL NOT BE WARRANTIED!** Such events do still qualify for our 60 day labor warranty. Basically, if I can't send the part back to the manufacturer on warranty, then we cannot accept it as such. We have no problem accepting responsibility for our decisions and actions, provided our customers give us the same courtesy!

Xcessoriz will evaluate every device brought in for service, and will advise on the most complete repair possible. If, for any reason, the customer chooses not to have the full device repaired as suggested, adjustments may be made to this agreement at the discretion of Xcessoriz.

We have become very good at our work, and can diagnose devices within a 96% accuracy. Therefore, any damages caused to a previously repaired device will be assessed for compliance with this statement.