

SURE MOBILE HANDSET REPAIR

Sure Mobile offer a managed repair service (“the Service”) to assist you in the process of getting your mobile handset device (“Handset”) repaired or replaced by the repair company assigned by the manufacturer to carry out repairs on your Handset (“the Repair Agent”).

These Sure Mobile Handset Repair Service Specific Terms and Conditions should be read in conjunction with the Sure General Terms and Conditions located at www.sure.com, both of which apply. Where there is conflict these Service Specific Terms and Conditions supersede the Sure General Terms and Conditions.

SECTION 1

1. Scope of Repair Work

1.1 Repair Agents will carry out repairs on Handsets in accordance with the terms of their repair agreement with you (“Customer Repair Agreement”) and subject to any manufacturer’s warranty.

1.2 The decision as to whether a faulty Handset is able to be repaired or replaced in accordance with your Customer Repair Agreement is solely at the discretion of the Repair Agent.

1.3 Repair Agents will not investigate any Handset unless you supply sufficient proof of purchase to us. We reserve the right at our sole discretion to decide whether purchase of handset has been proved by you.

1.4 If the proof of purchase cannot be proved for the avoidance of doubt, the terms of the Manufacturer’s Warranty takes precedence in all cases.

1.5 The Service is available to Pay As You GO mobile customers and Pay Monthly mobile customers.

2. The Service

2.1 To assist the customer in his/her decision whether to place an order for repair with the Repair Agent we may examine the Handset and offer a preliminary quote.

2.2 The preliminary quote will be a non-binding indicative quote presented to you as a guide only.

2.3 We will arrange for the delivery of your Handset to and from your Repair Agents if you decide to obtain an initial quotation.

2.4 For Handsets still within their warranty we will pay the costs of carriage of Handset to Repair Agent regardless of whether the Repair Agent is able to repair or replace the Handset.

2.5 If your Handset is out of its warranty we will charge you a Handset Return Carriage Fee of up to £6 to cover cost of carriage of Handset to Repair Agent regardless of whether the Repair Agent is able to repair or replace the Handset.

2.6 Upon receipt of the unit for repair, the Repair Agent will verify the warranty and fault status, after which a quotation will be sent to us which we will deliver to you.

2.7 If on receiving the quote you decide not to carry out the repair work, you will be required to pay the Repair Agent’s examination fee of up to £25.

2.8 The Repair Agent will hold the Handset for 14 days after they have issued the quote. The Repair Agent reserves the right to retain and dispose of the Handset if you fail to respond to the quote by the end of the 14 day period.

2.9 We will arrange for the payment of Repair Agents invoices on your behalf. We will pass on all of their charges to you and these will be itemised in any of the invoices we send you.

2.10 Repairs will not commence until you have confirmed to us you wish to proceed with the repair work and applicable payment has been made and received.

2.11 Subject to availability we will lend you another Handset to use while you wait for your Handset to be repaired. In some cases such Handsets being loaned will require you to pay a deposit. The amount of deposit will be confirmed at the time depending on the model of loan Handset available.

2.12 We cannot guarantee that Handsets provided to you on loan will be of similar value, make, model or functionality to the Handset being sent for repair.

2.13 You are responsible for the loan handset until it is returned to Sure. Sure reserve the right to claim for any loss or damages to the loan handset howsoever caused. This includes but is not limited to; handsets being lost; stolen; water damaged or screen damaged. Any deposit held by Sure may be retained to offset repair or replacement costs to the loan handset.

3. Additional Repair Charges

3.1 Repair Agents will in some cases carry out additional repair work not included in the quote.

3.2 Such additional repair work may incur further charges which will be invoiced to you by Sure on behalf of the Repair Agent after the repair work has been carried out.

4. Personal Phone Data

Sure and all Repair Agents handling Handsets throughout the repair process accept no responsibility for any loss of your personal data saved on your phone.

You accept all responsibility for any Data which may be lost during the repair process.

Data shall include any of the following.

- a) Contacts
- b) SMS messages
- c) MMS messages
- d) ringtones
- e) mp3s
- f) videos
- g) pictures
- h) 3rd party software

5. Personal Effects

Sure Mobile and the 3rd party repair centres will not accept responsibility for the loss of items if sent away with the phone including but not limited to;

- (a) SIM cards
- (b) memory cards
- (c) battery *
- (d) battery covers*
- (e) phone jewellery
- (f) power Chargers *
- (g) screen protectors
- (h) Stylus

* Batteries/Chargers & cases should only be returned if they are suspected as being directly related to the fault showing on the handset.

SECTION 2 -Service Level

Sure estimate that from issue of quote by Repair Agent to completion of work the turnaround period is usually between 21 and 28 days.

We cannot account for unforeseen delays and in some cases, repairs will take longer.

We will endeavour to obtain reasons for delay on your behalf wherever possible.

Issue 4 February 2017