

By signing this Service Agreement (Agreement), you certify that you are the rightful owner of the device being repaired or are authorized to have the device repaired and you agree to have Smart Phone Repair (SPR) repair your device, including diagnostics, if necessary. By signing this Agreement, you agree to the following:

**Price Estimate:** The price estimate is based on the initial diagnostic only. If when doing the repair we notice other issues we will inform you of any changes before going forward with additional repairs. \_\_\_\_\_

**Time Estimate:** The time quoted for the repair or diagnostic is an estimate only and subject to many factors. If there is anything that would cause the repair to take longer than expected, we will inform you as soon as possible. You can go to [www.smartphonerepaironline.com/ticket](http://www.smartphonerepaironline.com/ticket) to check on the status of your repair. \_\_\_\_\_

**Diagnostic Fee:** All diagnostics done on your device for which SPR does not perform the repair work, for any reason, are subject to a nonrefundable predetermined diagnostic fee. If SPR completes the repair, any diagnostic fee is waived. There is no guarantee your device can be returned in the same condition prior to a diagnostic. If SPR is unable to repair your device, SPR will purchase the device from you or give you other options.

**SPR Repair Warranty:** Our hardware repairs are covered by a sixty day parts and labor warranty. The sixty day parts and labor warranty is voided if there is any physical damage, liquid damage, or tampering with the device after the device is picked up. If any issues arise during this period, SPR will check and repair any issues related to the original repair. If any problems are determined to be because of an unrelated or preexisting issue, SPR will inform you promptly and discuss the options available. SPR may in certain circumstances send your device to a third party company to sub-contract the repair work. SPR will confirm with you before sending your device off.

**Warranty for Liquid Damage:** Devices that have incurred liquid damage will be subject to a limited warranty. Liquid damage can cause lingering problems with a device, therefore, if any additional problems arise due to liquid damage that were not present during the repair and were not caused by repair related issues, those issues will be subject to additional repair charges.

**Third Party Warranty:** SPR is not responsible for any repairs or diagnostics performed on your device that void any other warranties or insurance program you may have with another party.

**Device Data:** We do not back up any data on your device, therefore, we highly recommend that you back up your important data prior to your phone being repaired. SPR will not be held liable for any data loss incurred because of repairs done to your device.

**Discounted Repairs:** All repairs performed on your device will have a lifetime discounted labor warranty. The discounted rate applies only to a device previously repaired by SPR. The discounted rate offered by SPR is determined at our discretion.

**Holding period:** SPR will notify you when the device has been repaired and is available for pick up. The device cannot be picked up until all charges have been paid in full. If you do not pick up your device within sixty days from the date the repair was completed, SPR may sell or dispose of the device to meet any unpaid charges.

**Liability:** Our entire liability in respect to any single cause of action arising out of or in connection with this Agreement is limited to repairs or services provided by SPR. Our liability will be limited to the cost of providing a replacement with a product that is the same as or similar to the device. Under no circumstance will SPR be liable for any indirect, special or consequential loss arising out of or in connection with this Agreement, including any loss of business, revenue, profits, anticipated savings, goodwill or any other indirect or consequential loss or damage.