



PO Box 4901

LEEK

ST13 9DE

GENERAL TERMS & CONDITIONS

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Please read the following terms carefully. By purchasing any service from TBTEK you are agreeing to all of the following. Please contact us with any questions BEFORE purchasing. You will be provided with this document via email upon purchasing. Businesses should also read our business specific terms found [here](#).

1. DIAGNOSIS FEE/DEPOSIT

All device services undertaken by TBTEK are subject to a diagnosis fee, payable at device book-in before any work can commence. Even if the device does not require a diagnosis, it will serve as a deposit towards the overall repair cost and will (usually) be included in the price quoted. Once the device has been posted to TBTEK, this fee is considered final and non-refundable even if the device is Beyond Economical Repair (BER), the customer declines any further offered repairs or after investigation we are unable to repair the device. If a customer changes their mind after payment is made but before the device is with us, then we will issue a full refund minus return postage cost and a £10 admin fee (this does not include warranty returns). Included in all diagnoses are pre-service checks that are used to identify any other issues that were not disclosed by the customer during book-in. Any additional required repairs/costs discovered post device diagnosis will be communicated to and cleared with the customer before the costs are incurred. If the customer is happy for us to proceed, these additional costs will need to be paid before the return of the device is initiated.

2. POSTAGE

Unless otherwise stated, all prices provided include postage to and from TBTEK. Postage is a tracked service. The customer will be notified when their device has arrived at TBTEK and also when it has been dispatched post repair. **TBTEK will not be liable for loss or damage to devices during transit.** If the customer is not satisfied with the postal service we use, they can inform us prior to purchasing and arrange their own postage at their expense, however this will not result in a difference in price. Instructions/labels for posting (if applicable) will be emailed to the

customer after a service has been purchased (usually within 1-2 hours during working hours). The customer must ensure that they follow the instructions correctly, as to avoid damage in transit and/or delays. TBTEK are not responsible for any loss/damage when a customer posts to us, including (but not limited to) when provided postal instructions were not followed correctly or required care was not taken during packing. If a device has to be returned under warranty, the customer will be required to pay the return postage. Depending on the outcome of the warranty inspection, TBTEK may rarely refund the postage, however in the majority of cases TBTEK will cover postage back to the customer post warranty return, though we are not obliged to do so. The customer must post the device before the deadline on the postage label provided. If this deadline is not met, the customer is responsible for purchasing alternative postage to TBTEK, following instructions provided in the confirmation/postal instructions email.

3. COLLECTION/DROP-OFF SERVICE

Depending on your location, TBTEK may offer a collection/drop-off service. In this instance a collection date and time will be arranged with the customer and a courier will collect the device/s per the arrangement. We highly recommend that the customer is present to hand the devices directly to the courier upon collection. Any devices left unattended for collection are done so at the risk of the customer. TBTEK is not responsible for any loss/damage to devices left under these circumstances. Upon a device's return, we highly recommend that the customer is present to receive the device directly from the courier. Any devices delivered to a 'safe place' (chosen by the customer prior to drop-off) are done so at the customer's risk. TBTEK is not responsible for the loss/damage to devices delivered under these circumstances. If the courier is unable to collect/drop-off devices according to the arrangements made (e.g no answer at the premises, device not left in the arranged location, safe place is not accessible) then an additional charge for the collection/drop-off service will be incurred.

4. DATA

TBTEK is NOT responsible for ANY customer's data. We will not purposely erase data unless it is required for a repair, in which case we will contact the customer for permission before doing so. There may be rare instances where a device fails beyond our control and data is permanently lost. For this reason we highly recommend that the customer backs up all important data if they are able to before leaving their devices with TBTEK.

5. LOGIN CREDENTIALS/PASSCODES/QUALITY CHECKS

For most devices, we request any login credentials/passcodes that will allow us to complete repairs/upgrades and to fully test devices. We take Data Protection very seriously and do not share/distribute any information from customer devices with anyone outside of TBTEK. If you do not wish to give access to your device(s), we can often proceed with a service (where

possible) however if this prevents us from carrying out our post checks, an additional labour fee will be applicable should the device be returned to us (under warranty or not) for issue(s) that could have been identified by our checks, post service.

6. COSMETIC DAMAGE

We try our best to make sure that care is taken when handling all customer equipment and use methods that minimise cosmetic damage. Due to the nature of work and the workshop environment, we cannot guarantee that cosmetic damage will not occur and so by booking in a device you must be willing to accept this possibility.

7. REMOVING/REASSEMBLING DEVICES

During the majority of TBTEK services your device will be disassembled and reassembled to the required extent of the service. Depending on the condition of the device and particular parts used, they may not fit exactly the same as the original. For iPhones, the screen has to be removed to complete any hardware repair and for older devices the screen may begin to come apart when being removed. This will not affect the use of the device however in some cases the customer may notice slight movement in the display when pressure is applied, this is normal and the customer accepts this potential when purchasing our services. For more recent iPhones, after certain parts are replaced e.g battery/screen the device may display a notification mentioning the part being unidentifiable/non-Apple. This is unavoidable and the customer must expect to see this after a repair, the notification should eventually disappear but we cannot guarantee this. This does not affect the performance/compatibility of the part or hinder the use of the device.

8. WARRANTY

Most device services by TBTEK will void any manufacturer warranty, please make sure you have considered this before purchasing a TBTEK service. Unless specifically stated, all replacement parts have 30 days warranty. If the warranty is different for a particular replacement part, then we would communicate this. To begin a warranty service, the customer must have first communicated with a TBTEK employee regarding their post repair/upgrade issue and been directed to return the device per their instruction. The warranty covers faulty replacement parts or issues directly related to the replacement parts. It does not cover issues that are unrelated to the repair(s) or damage caused, accidental or not post service. For issues that arise post service for software related services, we may where possible insist on a remote session to resolve instead of requesting the device is returned to us. If a device is investigated under warranty and it is discovered that the issue is not related to the warranted repair, an additional fee may be applicable. If the device has been disassembled by anyone outside of TBTEK post repair, any warranty will be void. In very rare cases, a device's replaced part may develop a fault, similar to the original

part during the warranty period. This is normally indicative of an intermittent terminal fault in the device and under these circumstances we may insist the part is not replaced again and offer an alternative service or a partial refund. If a device is repeatedly returned under warranty for the same service then TBTEK reserves the right to end the warranty agreement, return the device to the customer without the replacement parts and offer a partial refund. Liquid damage device repairs are not covered under any warranty.

9. COMMUNICATION

TBTEK will communicate with the customer via their provided email address, via social media or by their provided phone number. We will only contact a customer in relation to their business with us and we will not share any information with third parties unless discussed with the customer. All communication will be recorded and documented for the safety of TBTEK employees and the customer.

10. PARTS

Unless otherwise stated, it is to be assumed all parts provided by TBTEK are not genuine vendor (e.g Apple) parts. We use high quality equivalents that in testing perform similar to the original. In some cases, the parts may be of a higher quality than the original, for example higher capacity batteries. For OLED & LCD screen warranties, we will attempt to replace the part like for like, however, in stock shortage situations, we may only be able to offer an alternative. In these instances, the difference would need to be paid by the customer or refunded by TBTEK, whichever is applicable.

11. WASTE

TBTEK is not obligated/responsible for disposing of any waste parts produced by repairs. Any removed parts will be safely packaged and returned to you with the device post repair. On the occasion where a part is damaged/faulty to the extent it becomes a safety hazard, we would dispose of the part. We may offer to dispose of broken screens however we are not obligated to do so. In the case of Hard Drive Replacements/SSD Upgrades, we will recycle the original drive however on request we can return it to the customer after the upgrade/replacement. If we recycle the drive, we will securely wipe it of all data before disposal. If the customer requests we return it to them, it is their responsibility to securely store/erase/destroy the data on the hard disk(s).

12. TIMESCALES

Queries will be responded to within TBTEK's working hours, usually within 1 hour of receiving. Any queries made outside of these working hours will be responded to the next day TBTEK is open. Repair/Upgrade turnaround is different per device/service. Generally, regular phone repairs (screens, batteries etc.) are completed within 1-2 working days of receiving the device, posted back and should arrive within 24 hours after then. Due to the nature of work and the use of 3rd party postal services, TBTEK cannot

guarantee that devices are returned within said timescales, all updates regarding service progress and ETAs will be communicated to the customer as soon as the information is available. Any ETA's provided are strictly estimates and TBTEK are under no obligation to meet them, TBTEK reserve the right to alter these timescales. If the customer has strict deadlines these must be discussed with TBTEK BEFORE purchase.

13. WATER RESISTANCE (IP RATINGS)

Any hardware repairs will break the water resistance seal that a device was manufactured with (if it has an IP rating). This seal cannot be replaced; therefore the customer must take additional care post repair to protect the device from liquid exposure.

14. DEVICE FAILURE

In the unlikely event that during a service, an internal component has failed causing the device to be irreparable, we will investigate the cause and respond according to the result of our investigation. If we discover that the cause is related to prior damage inflicted by the owner, we will inform the customer, remove all purchased parts and issue a refund (minus the diagnosis fee and any other work agreed to). In the unlikely event that our investigation reveals negligence of a TBTEK employee, all part purchases will be refunded and the customer will have 2 choices. **1.** Receive a fully working similar replacement unit provided by us. TBTEK will retain the failed unit in an attempt to reduce the financial impact of supplying a replacement unit. We would attempt to migrate data from the failed unit where possible. **OR 2.** Have the failed unit and its remaining parts returned to them without a similar replacement unit provided.

15. SPECIAL PARTS/OUT OF STOCK PARTS

Uncommon/out of stock parts will need to be ordered on demand, we would require any costs these incur to be paid before the order can be processed. Any additional lead time this may incur will be communicated to the customer with the part quote.

16. SERIAL NUMBERS/FRAUD

All device serial numbers (if possible) are recorded and stored for the duration of the warranty period to prevent potential fraud. This includes any replacement parts provided by TBTEK. We may also use special warranty void stickers to identify a device that has been disassembled after being returned to the customer. If we discover that a customer is attempting to commit fraud, the customer will be informed and will subsequently incur a charge to have the device(s) returned to them. If this charge is not paid within 30 days, TBTEK will retain the device(s) in an attempt to regain any financial loss. No further TBTEK services will be available to the customer.

17. APPLE IPHONE HOME BUTTONS/TOUCH ID/FACE ID

When replacing a screen on an iPhone with Touch ID/Face ID, the original parts that are attached to the screen will be transplanted across to the new screen to maintain their functionality (this is standard practice). If it is discovered that Touch ID/Face ID does not work when the unit arrives with us, then unfortunately we will not be able to restore that functionality. This is a limitation incurred by Apple devices. On rare occasions during repairs where iPhones have been badly damaged, Touch ID/Face ID may cease to function post disassembly/reassembly despite our efforts. This would be deemed out of our control and we would not be able to restore its functionality nor accept responsibility. Please note that certain repairs, such as (but not limited to) Home Button replacements on iPhone 6 or Earpiece replacements on iPhone 11 will permanently cease functionality of Touch ID/Face ID. This is a limitation incurred by Apple devices. In the event that this is the case, we will communicate and clear this with the customer beforehand.

18. THIN IMAC SCREEN BREAK RISK

Certain iMacs made after 2012 are sealed shut at the edge of the screen with very strong adhesive. When performing any hardware repair there is a small risk that cracks may form on the weak edge of the glass, this is unavoidable and so the customer must accept this risk if they wish for us to proceed. These cracks should not affect the functionality of the screen, however, they may be visible when using in some scenarios. We will check directly with the customer before performing these repairs.

19. BENT/BADLY DAMAGED CHASSIS/FRAME

If a device frame/chassis has become heavily warped from damage, we will recommend a replacement (if possible for the particular model). Should the customer decide against a replacement chassis but wishes to proceed with a replacement screen for example, there will be no warranty since the part(s) will be under a significant amount of pressure and it is against our recommendation. This applies to all parts.

20. THIRD-PARTY REPAIRS

For certain repairs we may offer services via third parties. Warranties and guarantees are dictated by the third party and this will be communicated to the customer at the time. All previously mentioned terms apply except section 14. Device Failure. If a device fails due to the negligence of a third party, TBTEK will not be responsible nor supply a replacement unit.

If you have any questions or concerns about any of the above terms, please contact us before purchasing our services.