

WARRANTY:

2 Years Limited Warranty supplied by the merchant (Parts and Labour)

SUPPLIER AND CONTACT DETAILS:

Connectronics UK Ltd

Level 26, 44 Market Street, Sydney, NSW, 2000, Australia (+61 2 9089 8800)

For all warranty claims, please email: - connectronicsuk@gmx.com

WHAT IS COVERED UNDER WARRANTY:

All defective components of the phone, including battery, display, charging port, all buttons, vibrator and cameras are covered as per general and standard usage policy.

WHAT IS NOT COVERED UNDER WARRANTY:

Accidental damage, liquid damage, unauthorised installation of software (Jailbreak), hardware manipulations, repairs outside the company and related expenses are not covered.

HOW TO CLAIM YOUR WARRANTY:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

If there is a problem with your phone that is not associated with accidental damage, liquid damage, hardware or software handling, please send us an e-mail first to obtain the support and instructions how to return it back. We will response as soon as possible and try to solve the problem remotely by email or phone. In case you are required to return the phone for warranty recovery, we will provide more details by e-mail, phone is returned back at first by customer under customer check and refund program, if warranty will be accepted we will refund the postage back to customer. In case of a damaged item at delivery, buyer MUST inform us within 48 hours of the delivery of the order and we will pay for the return shipping costs. If buyer changes heart and return for a refund within 28 days of first delivery please note that Connectronics will pay for the return postage as per their standard price plan. Buyer must ask the Merchant to acquire support over which service to use.

Buyer will be requested to fill in a disclaimer form and statement prior to return, also requested to return the goods back with all paperwork, accessories and other items sent with the product. We are obliged to repair the returned product under fair usage policy unless product will be beyond repair and in that case we will replace with a similar product.

VERY IMPORTANT NOTE:

In case of accidental damage and if the phone was knowingly damaged, it will be returned as a guarantee, it will be considered a false claim. This will be taken seriously by our legal team, the buyer will be charged AU\$175 processing fee and return postage and all legal fees involved will also be returned from the buyer due to false claim. We reserve the right to reject any false claim after inspection. All evidence and photos taken from motherboards are documented and provided upon request. Connectronics UK Ltd. hold rights to deny any claim related to any Serial Number or IMEI number change by the customer.