

Fix My Phone (Pvt) Ltd

904 Park Avenue, Main Shahra-e-Faisal, PECHS Block-6 Karachi Pakistan

<http://www.fixmyphone.pk>

support@fixmyphone.pk

Customer Acceptance Policy

Fix My Phone (Pvt) Ltd is an independent operation where experienced professionals repair smartphones and is not a company authorized service center.

While we take utmost care in ensuring there is no data loss, repair of mobile/tablet might entail formatting of device and the company will not be responsible for the loss of saved data/contact information. Please take appropriate data backup before submitting your device.

Mobiles/Tablet handed over in switched off state would be treated as dead mobile and the actual cost of repair would be confirmed post diagnosis. Rs.99/- would be charged for diagnosis and this amount is non-refundable.

Please note some damages often results damage to other components (sensor, motherboard, etc.) and Fix My Phone (Pvt) Ltd won't be held responsible for issues, which are discovered during the process of repair. Repair/diagnosis of device might result in minor wear & tear, hence the device might not be returned in as-is state.

Incase of device being lost / misplaced by Fix My Phone (Pvt) Ltd, a fully functional device of same / similar configuration will be given to customer as replacement.

Not all components replaced on your smartphones are procured from manufacturers (Samsung, Apple, Sony, etc.). We ensure speedy delivery and economical costs by procuring from suppliers that in some cases are not original equipment manufacturers. However, all parts are quality tested and are of high grade, due to which we are able to offer industry unmatched warranty of upto 30 days for our repairs.

There is no service charge on concerns/complaints regarding repairs that are raised within 3 days of delivery of device. However, charge if the complaint is raised after 3 days post-delivery, we charge a nominal service charge of Rs.99 as service/labor fee.

Fix My Phone (Pvt) Ltd gives two working days repair service for touch & LCD replacement for selected devices. Some devices may take more time depending upon work required.

Repairs of liquid damage phones do not carry any warranty. Warranty for all repairs other than Touch & LCD is 7 days from the time device has been delivered. For display panel replacements, Fix My Phone (Pvt) Ltd provides a service warranty of 90 days from the time mobile has been delivered.

The warranty only covers the issues/components, which were fixed by Fix My Phone (Pvt) Ltd. Any other issues with other components not serviced by Fix My Phone (Pvt) Ltd will not be covered under warranty.

Warranty doesn't cover any breakage/damage caused by external environment after a mobile has been delivered.