



## Terms and Conditions of Warranty/Extended Terms and Conditions:

"You" refers to the customer

"We" refers to Aha Wireless as both a sum of its technicians as well as individual technicians.

We work on almost every kind of phone, and with each repair we strive to go above and beyond to achieve quality repairs every time for every customer. Unfortunately, as with any repair service, there are rare circumstances in which the repair doesn't get completed as promised. In these rare circumstances we offer a warranty that comprehensively covers every circumstance that we are accountable for with no cost to you. In some circumstances where the issue of liability is murky we offer partial discounts, reduced labor charges, or future repair discounts.

Our warranty lasts for 60 days after the completed repair. In our experience the rare issues we have with repairs are easily noticeable within a week of the completed repair, as the most common source of problems are usually malfunctioning parts. We cover malfunctioning parts, poor display quality or feedback, and many other miscellaneous issues. It is your responsibility to bring us the malfunctioning device within the 60 day time frame. If you are unsure if your device qualifies for our warranty we urge you to bring it into the shop to discuss options, as we take the quality and consistency of our repairs very seriously and will do everything we can for you. If a warranty claim is made and we rectify the issue claimed your warranty remains in effect starting from the original date of repair (Example: Customer makes a warranty claim on day 28 of warranty, we rectify the issue by day 30, warranty is in effect for 30 more days and covers parts and labor used in the warranty claim).

There are several circumstances that result in a loss of our warranty. If the device is dropped, sat on, comes in contact with water, or is otherwise physically disturbed in a way that would cause further damage to the device from when the repair was completed, the warranty is immediately void. The same is true with software repairs. The warranty is void on software repairs if any steps are taken by the customer to alter the software on the device (See below). We appreciate your honesty in dealing with these situations. The final determination of these conditions is solely up to the technician in store that inspects the device. **IF YOU HAVE AN ISSUE WITH YOUR REPAIR, WE URGE YOU TO BRING THE DEVICE TO THE STORE AS SOON AS POSSIBLE.** As previously stated, the warranty is void if



the device is damaged. We have seen regrettable circumstances where a customer received a malfunctioning part and dropped the device before they brought it back in for inspection. We cannot send the malfunctioning part back to the manufacturer in order to hold them accountable if the part is damaged in any way, in this circumstance the warranty is unfortunately void. If you're bringing us a cracked screen, expect to receive no warranty coverage. There are a few very specific circumstances that would arise in us covering a cracked screen under the warranty, but as a general rule glass does not "just crack".

**Special Circumstances:** There are a few scenarios in which we are unable to offer a warranty regardless of the end result of the repair. We will inform you of this before we accept payment or complete the repair.

**Lost Data:** We know how important your data is to you, and we take strict precautions to protect it. There are incredibly rare instances in which the motherboard or hard drive of the device is damaged due to our error. An error such as this is within the warranty coverage for all parts, or the value of the parts, or the device. **THE DATA LOST IN THIS RARE CIRCUMSTANCE IS NOT COVERED UNDER THIS WARRANTY. WE DO NOT ASSIGN MONETARY VALUE TO DATA. IT IS THE CUSTOMER'S RESPONSIBILITY TO PERFORM PREVENTATIVE BACKUPS BEFORE ANY AND ALL REPAIRS.** If we perform a repair and the data is lost due to our error we will help to restore your data to your device if you have performed the proper preventative backups. We do not guarantee anything about this restoring process other than we will restore every possible piece of data available to us to be restored. If the customer's backup failed or is incomplete, we do not take responsibility. Most repairs we undergo do not affect the data on the device in any way, but if we are doing a repair that has the potential to alter or lose the data on your device we will contact you ahead of time to receive confirmation of your permission to proceed. We will explain in detail the risks to your data presented by the repair. **IF WE RECEIVE YOUR PERMISSION, WE ARE NOT RESPONSIBLE FOR ANY LOST DATA.**

**"Face ID" Function and Serialized Parts:** Apple phones have recently started to place a serial number on individual parts in an attempt to force customers to seek official apple repair centers. We have some workarounds for this problem, such as the iPhone 11 and below LCD replacements, but on the



iPhone 12 there is no workaround we have been able to find yet. We can still successfully do these repairs, but it is important to keep in mind that if you have us repair your iPhone 12 LCD there is a chance that your device will display a message such as "Unable to verify OEM Screen". If your device experiences this problem you will also lose the "TruTone" display. Your LCD will otherwise function as normal. If your device displays this message and you have an iPhone 12 or higher, there is nothing we are able to do to fix this problem. This problem is not covered by this warranty.

On all Apple devices from the iPhone 7 and above the front-facing camera is similarly serialized. Once the original front-facing camera has been damaged the device will lose its "Face ID" capabilities. If we do a front-facing camera repair we cannot restore the "Face ID" capabilities and it is not covered under this warranty. If we damage your front-facing camera the camera is covered under this warranty and will still function as normal, but your "Face ID" function is not covered under this warranty and cannot be restored.

**Water damaged device:** Your technician will inform you of the finer points of this process. Generally we charge a bench fee of \$20 to dry the phone out, and any parts that may need replacing are treated with normal repair prices. Unfortunately, due to the nature of how water damages a phone, there is potential for long term damage that is undetectable. **WE DO NOT OFFER THIS WARRANTY FOR WATER DAMAGED DEVICES.** We will, however, do what we can to be fair if a water repair goes awry. If we replace multiple parts and the phone is still not operating correctly, we can remove our parts from the device and negate the cost of the repair. We will then charge a bench fee of \$30 which includes the previous \$20. We of course do our best to prevent these circumstances, and in fact have completed hundreds of water damage repairs with success.

**"Risky Repairs":** We use the classification of "Risky Repairs" to group together a wide range of circumstances. A "Risky Repair" is not as scary as it sounds, but we wish to be clear and up front about the possible risks associated with these repairs. **A "RISKY REPAIR" IS NOT INCLUDED IN OUR STANDARD WARRANTY.** The exact coverage we offer for risky repairs varies on the specific circumstances of the repair and we will discuss all relevant coverage options with you before completing the repair or accepting payment. Some common examples are covered below.

A very small percentage of devices have inherent design flaws that are difficult to work around with certainty. These are risky repairs. Your technician will inform you if your device qualifies as a risky repair before we accept payment or complete the repair. Some examples of this are the "in glass" fingerprint scanners in the Samsung Galaxy A50, the rear glass cover on the Samsung Galaxy S7, S8,



and S9, or the touch digitizer for iPad repair. There are also a few instances of devices where in order to repair inner components (batteries, charging ports, cameras etc.) we must enter the phone through the screen. These devices, such as many Motorolas and Google Pixels, are classified as risky repairs. As with water damaged devices, we will of course do our very best to avoid these scenarios and if the risky parts are damaged we will work with you to be as fair as possible. Usually, this takes the form of us replacing the damaged risky part without a labor charge or a fraction of the standard labor charge. Your technician will inform you about how a repair of your specific circumstance will be handled.

At Aha, we recognize that technology is constantly evolving and we aim to evolve our repair techniques along with it. This means that we are constantly learning how to repair new devices as well as learning new repairs for old devices. In order for this to occur, inevitably there must be a first time we receive a new device for repair. In this circumstance we classify the repair as a risky repair. We will be very clear that this is happening with your repair if applicable. When we do these types of repairs we are not simply “winging it”, we have done or will do extensive research about the construction of your device and take any additional time or cautionary steps needed to ensure the success of the repair. Having covered all this, we have had an extremely high success rate in these repairs to the point where we are confident in attempting them. We only cover it in this document so as to offer complete transparency about the inherent risk. These repairs are classified as risky only for the sake of offering coverage tailored to the device and the repair involved, not to entirely avoid our liability. We simply cannot apply several of our standard warranty terms to these repairs. If the rare circumstance arises where we have an issue completing this type of repair we will do everything we can to make it right. We do appreciate you placing your trust in us in this situation, and in return we usually offer a discount or additional services.

**Quality of Parts:** For some devices there are multiple qualities of parts available depending on the make, model, and type of part. By default we choose the part that provides the best quality to price ratio. There are multiple reasons for this. Sometimes the differences in quality are very slim, while the price difference is very high. We are aware that paying more to fix your device than you paid for it new is undesirable, and in some instances the highest quality parts are so expensive that you would end up with that result. We try to keep our prices lower if possible while still maintaining our standard of quality. This is also one of the reasons we offer such a comprehensive warranty. **IF YOU WISH TO RECEIVE A DIFFERENT QUALITY OF PART THAN WE HAVE SELECTED, IT IS UP TO YOU TO INFORM US.** We will be happy to provide whichever quality of part is right for you as long as it is available to us.

In some of our repairs we use parts that are constructed with a “mid bezel” or a “shell”, you can think



of those as the foundation of your device. In these repairs sometimes these mid bezels or shells arrive at our store with extra replacement parts such as speakers, charging ports, or power/volume buttons. These new parts are often added to the repair with no extra cost to you, and the warranty does cover these parts. If you wish to be informed about whether or not this will take place in your repair, please ask your technician. For some of our screen replacement repairs we require that the mid bezel is also replaced due to price, technical difficulty, and the upholding of our quality standards. **IF YOU ARE GETTING ANY SAMSUNG GALAXY S SERIES PHONE SCREEN REPLACEMENTS YOU SHOULD EXPECT A NEW MID BEZEL.**

For the repairs that include a new mid bezel or shell, such as all Samsung Galaxy screen repairs or iPhone rear glass replacements, **WE DO NOT GUARANTEE THE COLOR OF THE MID BEZEL OR SHELL WILL MATCH THE COLOR OF YOUR OLD MID BEZEL OR SHELL PERFECTLY.** Seldom do manufacturers make OEM mid bezels or shells, so our trusted 3rd party providers do their best to match the colors but it is sometimes impossible. We can change the color of your mid bezel or shell to something new with no extra cost to you, just ask your technician.

#### **Repairs or partial repairs done by outside operators:**

**WE DO NOT RECOMMEND YOU EVER TRY TO REPAIR YOUR OWN DEVICE.** We have seen countless examples of DIY phone repair gone wrong. If you have already tried to complete a repair yourself and have been unsuccessful, we will do our best to get the part properly installed. We have encountered this situation in the past and have almost always had success, but **ATTEMPTING TO REPAIR YOUR DEVICE YOURSELF WILL VOID THIS WARRANTY.** We will always take care of an error we are accountable for, but we cannot claim accountability if work has already been done on the device. **THIS ALSO APPLIES TO DEVICES THAT HAVE BEEN PREVIOUSLY REPAIRED BY OTHER REPAIR SHOPS.** We are very careful about the work that we do and strive for quality, but the same standards do not always apply with other shops. There have been a few rare cases we've encountered where a customer's device was repaired by another shop and it was not put back together properly, leading to unavoidable damage upon our opening of the device. We are conservative with the application of this rule as there are still certain aspects of a repair done in this manner that we are accountable for, but your technician has the final say.

**Pre-existing damage:** If a device is brought in with damage unrelated to the repair desired by the customer, this is "Pre-existing damage". We allow for a customer with pre-existing damage to leave upon inspection of the device but we do not cover the pre-existing damage under this warranty.





Additionally there are instances where pre-existing damage, if left unchecked, can cause further problems with either additional damage to the device or damage to a part of the device we already repaired. An example of this would be if a customer requests a battery replacement in their device and a technician finds that there is damage to the charging port, the device will not charge properly despite having the battery capacity rectified. In this example there is also the possibility of damage to the battery in question as a result of the malfunctioning charging port. In this instance we will inform the customer of the potential consequences of this course of action and recommend against it. We will perform repairs of this nature if the customer decides to go against our recommendation, but neither the pre-existing damage nor the repair we perform against our recommendation will be covered under this warranty.

**Diagnostics:** If a customer requests a diagnostic or general inspection of the device, we will do our best to discover any and all issues present. Due to the nature of the complexity and quantity of mechanisms present in the devices we service we cannot offer a full guarantee that our diagnostic will discover every problem in the device. If we complete a repair based on our diagnostic and discover later that there was additional malfunction of the device this malfunction is not covered under the warranty, but we will offer our good faith in dealing with these situations with options such as discounts or additional repairs. If a malfunction is not detected in our diagnostic and this malfunction causes further damage to additional components of the device none of these components are covered under our warranty.

**Customer preferences/customization:** The devices we service have a multitude of ways to customize the experience of the user. **If the customization options of the device are making the device operate in ways the customer does not like or seems to the customer to be malfunctioning, whether or not we changed these settings for testing purposes, we do not cover that circumstance under this warranty.** We will work with you to solve the problem for our standard bench fee.

**Outside/multiple factors:** Some of the components or operations in the devices we service rely on a multitude of factors to function properly. An example of this would be a device's ability to receive and hold a charge. In these instances we do not offer a warranty that covers any specific process, but we do cover any specific components repaired by us that take part in that process. We also typically offer refunds in the event that our diagnosis led us to repair a component that did not fix the process. In the previously mentioned example there are three components that operate in harmony to perform



the operation of charging properly: the battery, the charging port, and the power IC chip. If any or some of these components are malfunctioning the charge will be insufficient. If we diagnose that the battery is causing the charge to be insufficient and perform the repair, we do not cover the entire process of charging but we do cover the battery repair itself. In these circumstances we do typically offer a refund in case our diagnosis was erroneous and, using the previous example, the customer wishes to instead try a charging port repair.

Some processes in the devices we service rely on outside factors to perform as expected. An example of this is a cell phone's ability to make a phone call. This process requires that the phone be able to boot and run successfully, the antennae in the device to be functioning properly, the cell phone tower connecting correctly, and the phone carrier to allow access to the cell phone tower. If any of these factors are not operating as expected the phone will not be able to make a phone call. In these instances we are unable to differentiate which of the factors are not performing correctly without repairing the factors which we have control over, process of elimination style. Similarly to the previous section we do not warranty specific processes such as this but we do offer our warranty to the components we have repaired and have control over. In the above example, if we repair the antennae we do not offer the warranty for the process of making a phone call but we do offer the warranty to the antennae specifically.

We appreciate that you have read, understood, and agreed to all the terms and conditions in this warranty. As previously stated we do not require a signature to notate your agreement to our terms. You agree tacitly to **all** our terms by leaving your device with us to be repaired. If you have not already, we encourage you to read our "Standard Terms of Service" document as it contains several general purpose conditions not mentioned in this document. Agreeing to all our terms includes the terms laid out in the "Standard Terms of Service" document. We thank you for choosing Aha Wireless and we look forward to helping you with all your cell phone/electronic repair needs.