

## Terms of Service

Thank you for choosing Aha Wireless! We're proud to add your device to the long list of repairs we've completed. Before we begin, we appreciate you taking the time to read this terms of service document. If you're low on time we've emboldened the major bullet points in this document for you, but we strongly encourage reading the full document. We work hard to ensure we leave our customers satisfied and we take the quality, consistency, and speed of our repairs very seriously. The few terms we have here are designed to ensure these qualities are maintained to the utmost extent. We do not require our customers to sign this document before we complete a repair or accept payment, by leaving your device with us to be repaired you are agreeing to these terms through tacit agreement. Extended and specific explanations of any of these terms are readily available upon request, just ask any of our experienced technicians!

1. **We offer a warranty for 60 days with most repairs.** Our warranty is available in paper copy or an email upon request, and our technicians are happy to explain the terms of this warranty in detail based on the circumstances of your repair. For standard repairs, this warranty covers all situations for which we are accountable. **This warranty is void immediately if the device is physically disturbed in any way that would result in damage to the device that was not present at the time of the repair.** This includes dropping the device, sitting on it, getting it wet, etc. When a warranty claim is made, one of our technicians will perform an inspection of the device. **Whether or not there is new damage to the device is ultimately up to this technician. Agreeing to this document signifies an agreement to all of our warranty terms, which are not present in this document.** Please see our "Terms of Warranty" document for details.
2. Upon completion of payment for a repair, you receive ownership of any and all replacement parts installed in your device. **We receive ownership of any and all parts that were replaced so that they may be properly recycled. We reserve the right to sell your old parts if applicable.**
3. **Upon completion of a repair, we will ask you to sit with us to do an inspection of the device to ensure quality control.** Once this inspection has been completed we return the device to you, and by leaving the store with the device you tacitly agree that the device is in working condition and the issues focused on have been rectified unless otherwise specified by

you or a technician. This is not a waiver of your warranty, it will simply help us to diagnose any potential future problems with the device and signify that we have agreed on the condition of the device as it left the store.

4. We are happy to offer many services that help you to successfully navigate or use your device. Oftentimes these services do not require new parts, nor do they call for our standard labor charge. In these situations our general rule is as follows: **If one of our technicians touches any of your devices with the intent to alter it, there is a standard “bench” fee of \$20.** We are quite fair when it comes to application of this rule, and will often seek to not apply it for small changes (ex: signing into our wifi). The application of this rule is subject to your technician. If we perform a repair with a full labor charge this bench fee is waived, and in certain circumstances our bench fee will turn into a deposit for a future repair. You will be notified if this takes place.
5. We work hard to ensure your experience here is an excellent one. We will always treat you with respect. In return we ask that you extend that respect back to us. If not, **any technician reserves the right to eject you from the store at any time for any reason.** We of course do not enjoy doing this and seldom have to. An ejection from the store will mean the termination of any pending repairs, no matter the condition of the device. It also means the termination of any outstanding warranties. An ejection from the store also means that you forfeit any deposits made.
6. **If your repair requires that we order parts we require a non-refundable deposit of 50% of the value of those parts.** We will contact you when your parts arrive at our store. If we are unable to contact you and do not receive contact from you for 2 weeks after the parts have arrived we will keep the deposit as well as the parts ordered.
7. We will contact you once your repair has been completed. **If we do not hear from you within 3 weeks of completing the repair we receive ownership of the device.** This does not mean you need to come in and pick the device up within that 2 weeks, just that we need to receive some form of contact from you. If you know you will be unable to contact us or receive contact from us for more than 3 weeks after your scheduled repair time please let your technician know! We are happy to extend this timeframe if given the proper notice.
8. Please do not leave us a voicemail or use our “Contact Us” section on our webpage, those services do not work. If you need to contact us after hours

please use our email ([info@ahawireless.com](mailto:info@ahawireless.com)) or send us a text at (330)-842-6303.

9. There are many more terms about how we operate here at Aha, many of which are specific to certain devices or classifications of repairs. We have left these additional terms out of this document in an effort to keep relevant information together as well as make this document easily readable. All these additional terms can be found within our “Terms and Conditions of Warranty/Extended Terms and Conditions” document, and we recommend you read that document as well. By leaving your device with us to repair, you are tacitly agreeing to our “Terms and Conditions of Warranty/Extended Terms and Conditions” stipulations. This document is available upon request in paper copy or email.