

## Repairs

### General Terms and Conditions

1. **Warranty Claim:** A warranty claim occurs when a device does not work properly because of a defect covered by the manufacturer's warranty. The manufacturer or its authorized service centre determines whether the claim falls within the terms of the warranty. If the defect or damage is not covered by the manufacturer's warranty, repair charges will apply.

2. **Types of charges:** You agree to pay: (i) all charges required for non-warranty repairs, provided that such charges do not exceed the amount quoted; (ii) the deposit charge or replacement fee for any loaner device not returned within 15 days of receiving notice, or returned in a damaged condition; and (iii) any applicable service fees quoted prior to completing the repair.

3. **Damage in transit:** TELUS is not responsible for damage that occurs while any device is in transit from or to a TELUS Product Care Centre.

4. **Use of loaner devices:** You are responsible for i) keeping any loaner device provided by a TELUS Product Care Centre in good condition and in working order, ordinary wear and tear excepted, ii) promptly advising the TELUS Product Care Centre of any loss, theft or destruction of the loaner device, iii) not selling the loaner device or transferring any legal interest in it.

5. **Personal information and content:** Any information or programming stored on your device is not secure and may be viewed, altered or lost during repair. You are responsible for removing all personal information from any device given to TELUS for repair and from any loaner device returned to TELUS. You acknowledge and accept that the TELUS Product Care Centre may loan any such device to other customers without checking that personal information has been removed. Neither TELUS or any TELUS Product Care Centre, nor the manufacturer or its authorized service centre is responsible for the loss of any personal information, downloads or contacts on your original device, or the loaner device provided by TELUS.

6. **Accessories:** Accessories (such as the SIM card, headphones, memory card, stylus, charger, etc.) must be removed prior to submitting your device for repair. Any accessory (other than the battery and battery cover, if applicable) not removed will be discarded during repair.

7. **Language:** The parties have required that this form and all related documents or notices be made in the English language.

8. **Please do not use another shipping method for the defective handset, for example: another waybill, a different courier, another address or drop it in a Telus store / office or in a post office. If you decide not to use the prepaid waybill your phone might be lost. If you are experiencing difficulties sending your phone back please contact us.**

A non-refundable charge of up to \$765 will be applied for unreturned loaner devices or returned with damages (see below for warranty statement). Please be sure to wipe all personal information and remove all passwords on the loaner before returning the unit.

All new devices are covered under the limited manufacturer's warranty for a period of one year starting with the date of purchase against all default of fabrication. Contact with a liquid, humidity, and physical damage, unauthorised modifications neglect misuse abusive use accidents inadequate installation abnormal conditions of use are not covered.

9. **Dead on Arrival (DOA):** Defective unit must be returned within 3 business days after receiving the new handset, in its original packaging, with all accessories and show no physical or liquid damage. It is your responsibility to pack the box carefully. If it is not returned on time or it is damaged the new one will be charged along with any item missing in the box, wire earpiece ECT...

Please do not use any other method of shipment for the defective handset, for example: another waybill, a different courier, another address or drop it in a TELUS store / office or in a post office.

If you are experiencing difficulties sending your phone back please contact us. If you decide not to use the prepaid waybill and the phone is not returned on time you will be charged for the handset. If you do not need the new handset anymore you can return it with this prepaid waybill.