

Orange Electronics Repair & Service Policy

Effective Date: January 1, 2026

At Orange Electronics, we believe that servicing your device should be as seamless and refreshing as using it. This document outlines the terms and conditions governing the repair of Orange Electronics products ("Devices"), including our Doorstep Service, warranty coverage, and commitment to data privacy.

1. Service Types

1.1 Doorstep Service (Home Pickup & Delivery)

We understand that your time is valuable. Orange Electronics offers a complimentary pickup and delivery service for all eligible repairs.

- **Scheduling:** You may schedule a pickup via the Orange Support App or our website. A secure shipping box ("The Crate") will be provided by the courier if required.
- **Logistics:** Our authorized logistics partner will collect the device from your registered address and deliver it to the nearest Orange Repair Center.
- **Return:** Once the repair is complete and quality checks are passed, the device will be sanitized and shipped back to your doorstep.

1.2 Carry-In Service

Alternatively, you may drop off your device at any authorized "Orange Grove" retail location or Orange Authorized Service Provider.

2. Warranty & Cost Coverage

2.1 Standard Warranty Coverage

If your device is within the standard warranty period (typically 1 year for mobile devices/wearables, 1 year for computers) or covered by an active **OrangeCare+** plan:

- **Manufacturing Defects:** Repairs for failures caused by defects in materials or workmanship are performed **free of charge**. This includes battery failure (if capacity drops below 80% under OrangeCare+), screen malfunctions not caused by impact, and internal component failures.

2.2 Exclusions & Physical Damage

The Standard Warranty **does not** cover damage resulting from accidents, modifications, or misuse. If the diagnosis reveals:

- Cracked screens or glass due to impact or drops.
- Liquid damage (indicated by internal contact sensors).
- Bent enclosures or catastrophic housing damage.
- Unauthorized modifications or third-party repairs.

In such cases, the repair will be classified as "Out-of-Warranty." A service quote will be generated and sent to you for approval before any work begins. You may choose to:

1. Approve the quote and pay the service fee.
2. Decline the repair (the device will be returned to you unrepaired; a nominal diagnostic fee may apply).

3. Data Protection & Privacy

Your data is personal, and we treat it with the highest level of security.

3.1 Data Privacy During Repair

- **Technician Access:** Our technicians are strictly trained to access only the hardware and diagnostic layers of your device. They are contractually forbidden from accessing your photos, messages, files, or browsing history.
- **Maintenance Mode:** We strongly recommend enabling "Repair Mode" (available in ZestOS 18 and ValenciaOS) before handing over your device. This locks your personal data behind your passcode while allowing technicians to test hardware functions.

3.2 Data Loss Disclaimer

While we take every precaution, the repair process often involves replacing main logic boards or resetting software, which **will result in data loss**.

- **User Responsibility:** It is the **sole responsibility of the customer** to back up all data, software, and programs prior to sending the device for service. Orange Electronics is not responsible for the loss, recovery, or compromise of data, programs, or loss of use of equipment arising out of the services provided.
- **Nectar Backup:** We recommend ensuring your device has completed a recent backup to the Nectar Cloud before pickup.

4. The Repair Process

1. **Initiation:** Request service via the Orange Support portal. You will receive a Service ID.
2. **Diagnosis:** Upon arrival at our facility, the device undergoes a comprehensive diagnostic test.
3. **Approval (If applicable):**
 - If the issue is covered by warranty, repairs begin immediately.
 - If physical damage is found, you will receive a "Service Quote" email.
4. **Repair:** Certified technicians perform the repair using genuine Orange parts.
5. **Quality Control:** Post-repair testing ensures water resistance (if applicable), camera

functionality, and battery safety.

6. **Dispatch:** The device is packaged and handed to our courier for home delivery.

5. 90-Day Service Warranty

All repairs performed by Orange Electronics, including those paid for out-of-warranty, are backed by a **90-day Service Warranty** or the remainder of your original warranty, whichever is longer. This covers the specific part replaced and the labor involved.

This guarantee ensures that if the defect we repaired re-emerges within the coverage period, we will rectify it at no extra cost to you. For instance, if your device's original warranty expires in 10 days, your repair is automatically covered for a full 90 days from the date of service. Conversely, if your original warranty is valid for another 6 months, that longer coverage continues to supersede the service warranty. Please note that this service warranty is strictly limited to the repaired component and the workmanship; it does not cover new, unrelated technical issues or subsequent accidental damage that may occur after the device has been returned.

Orange Electronics reserves the right to update this policy at any time. By submitting your device for service, you agree to these terms.