



Dorset Smartphone Repairs

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Repair Authorisation & Terms of Service Agreement

1. Authorisation & Liability

The customer authorises Dorset Smartphone Repairs to inspect, diagnose and repair the device provided for service. Any parts or components necessary to complete the agreed repair may be used. Dorset Smartphone Repairs is not responsible for pre-existing damage or faults that may worsen during repair due to underlying issues, wear and tear or previous third-party work.

2. Pre-Repair Internal Photography

To protect both parties, internal photos may be taken once the device is opened. These images document prior repairs, missing screws, torn flex cables, non-original parts, liquid damage, corrosion and general internal condition. Photos are stored securely for up to 12 months and may be used as evidence of the device's condition if a warranty query or dispute arises.

3. Payment Terms

All parts must be paid for upfront before ordering. Labour is payable upon completion of the repair. No device will be released until full payment has been received. Where parts cannot be returned to the supplier, the parts payment is non-refundable.

4. Warranty

Most repairs are covered by a 90-day limited warranty from the date of repair, covering defects in the specific parts replaced and the workmanship supplied by Dorset Smartphone Repairs. This warranty applies only to the component(s) repaired or replaced and does not extend to the entire device.

If a part is replaced under warranty, the replacement part will carry its own warranty from the date of that repair.

This warranty does not cover accidental or physical damage after repair, liquid damage (existing or future), board-level faults, frame distortion, swollen batteries, issues caused by previous repair attempts, or any device opened or modified by a third party after our repair.

5. Data & Privacy

The customer is solely responsible for backing up all data prior to repair. Dorset Smartphone Repairs cannot be held liable for any loss of data, apps, photos, messages or other content. Personal data is not intentionally accessed or copied and is handled in line with our website Privacy Policy.

6. Fraud, Chargebacks & Abandoned Devices

False claims or fraudulent chargebacks will be disputed and may be reported to the relevant authorities. Devices left uncollected 30 calendar days after notification of completion may be treated as abandoned and can be sold or recycled to recover costs as permitted by law.

Customer Acknowledgement & Sign-Off

I agree to the above Terms & Conditions.

Customer Name:

Technician Name:

Signature:

Signature:

Date:

Date: