

# PRODUCT RETURNS

To ensure your warranty claims at Phonemate are seamless, please read the following conditions:

In case of product returns following are not covered by warranty, as listed below, and based on our terms and conditions of sale immediately voids the warranty if the products have developed the following attributes while in customers possession:

- Products with cracked screen or physically damaged
- Water Damaged
- Damaged ports including SIM or charging etc.
- 3rd Party repairs (unauthorized repairs)
- "Rooting" or Tampering with operating software

Products returned with Google or iCloud Locks:

Apple and Google (Android) have an 'ID' lock (Apple iCloud Lock, Google Account Lock) which unless disabled makes the phone unusable. In the event the phone is returned with an 'ID' lock the phone cannot be repaired or refunded until the 'ID' lock is removed.

Products returned with an 'ID' lock will not be repaired or refunded until it is removed

# Device Condition

Phonemate guarantees **peace of mind**. We don't want you to purchase from us once, we want you to be back with friends and family.

All our phones are tested using proprietary software and subsequently manually by hand before being sanitised and packaged for shipment. We only use packaging designed to provide maximum protection during shipment.

All devices come with an Australian standard approved **charging cable**.

For warranty specific information, please refer to individual listings as our warranty information is frequently updated. This is to be used as a guide only and does not supersede guarantees set out by the Australian consumer law.

## Conditions

Exceptional value for money. A grade handset shows minimal signs of wear and tear often refurbished with new batteries. For Apple iPhone 8 models and older, 75% is the minimum battery health allowed under this grade. For iPhone X and over, 70% or over battery health is acceptable. Cosmetically A grade phones are 7/10 or over.

**INCLUDES: cable**

Example products





These go for throw away prices quite literally! These handsets work 100% but don't look so good naked. Chuck on a cover and a tempered glass though and you'll be laughing! Cleaned, wiped and with new batteries above 70% capacity, these handsets are for people on tightest budgets and unbelievable value for money.

**INCLUDES:** cable

Example products





## **Repair & Return Policy**

At Phonemate, customer satisfaction is our number one priority. Our return and refund policy are designed in such a manner that is both honest and simple. We intend to provide complete confidence to our customers, so they can purchase through Phonemate Online Store. For any queries you can email us or contact us.

### **What is the change of mind return policy?**

At Phone-mate.com.au, we stand behind our product! That is why in case you change your mind regarding your purchase, we offer refurbished products and 3 months general warranty. We offer change of mind return policy for A grade, B grade products with 15% restocking fees.

### **Who is responsible for the return postage?**

You are responsible for the return postage.

### **What if the product is faulty?**

We offer repair for your faulty products within 10 working days. In case we are unable to repair the product, we will replace your product within a reasonable timeframe.

### **What if the battery is faulty? What is the warranty period for batteries?**

Batteries are wear and tear items so, batteries are warranty excluded. However, we offer a 30 days warranty from the purchase date.

### **What if repair and replacement is not possible within a reasonable timeframe?**

If replacement is not available, we will offer refund. However, we offer a 30 days warranty period for our batteries.

### **What is the return policy for defective products?**

If the product you received has a fault on arrival or has developed a fault within the first 7 days, we offer you an advanced repair or exchange process. To facilitate the exchange process, we require you to contact us immediately within 7 days of your purchase via email or messenger. Please provide your purchase details and your ID (i.e. Apple ID or Google ID) along with a description and photos of the product regarding the issues you are experiencing.

### **What is the manufacturer warranty?**

Australian stock comes with its own manufacturer's warranty.

All mobile phones are purchased from authorized suppliers worldwide. A range of mobile phone for sale on our website may include network software, settings, or shortcuts that the service provider has preloaded on the mobile phone. This software will not affect the performance of the mobile phone with any other carrier and in most cases can be changed or switched off through the settings on your mobile phone. This software does not mean the mobile phone is locked. If we are advertising the phone outright unlocked, it will accept any compatible sim card.

The policy also includes, and does not seek to exclude or limit, the rights you have under the Australian Consumer Law. Our goods, warranties, and product support that we offer and provide in accordance to our Terms and Conditions fall under the Australian Consumer Law.

### **Warranty period in case of repair or replacement?**

The warranty period commences on the date of purchase which is a common practice amongst retailers.

### **What products/purchases do not qualify for change of mind policy?**

Please note that our 7 days Change of Mind policy is only applicable on REFURBISHED PHONES & REFURBISHED IPADS/TABLETS, it incurs 15% restocking fees.

This policy does not apply on brand new products and accessories. Batteries are also excluded from the warranty period.

