



12 Month Extended Warranty Mobile Phone Repairs Policy - Terms and Conditions

Please Read the Following Information Carefully

Smooth Mobiles covers your Mobile Phone for the first 12 months with a complimentary warranty. This policy applies to Customers who have purchased the 12 Month Extended Warranty for their Mobile Phone purchased from Smooth Mobiles.

Customers who have purchased the 12 Month Extended Warranty have a total of **24 months** of cover for their Mobile Phone.

1. From here on:

- "We" refers to Smooth Mobiles and all employees representing the company.
- "The Customer" refers to the person whose name is on the official invoice or an appointee of this person.
- "The Repairer" refers to Smooth Mobile's appointed repairer or The Customer's chosen repairer⁵.

2. Smooth Mobiles will repair The Customer's phone provided that:

- a) The phone is still covered under the 24 Month period. This 24 Month period is calculated from the Date of Purchase on the Warranty Card. If the Warranty Card cannot be produced by The Customer, the 24 Month period will be calculated from the date on the original invoice.
- b) The issue is found by The Repairer to be a manufacturer defect. If the issue is found⁶ to be caused from physical³ or water damage⁴, The Customer is responsible for all repairs and shipping costs associated with the phone.

3. Physical damage refers to:

- a) Impact damage such as from bumping or dropping of the phone.
- b) Fair wear and tear caused by normal usage of the phone.
- c) Wear and tear caused by misuse of the product. Misuse of the product means utilising the phone in a way which it was not intended to be used for, such as sitting while the phone is in the back pocket, or exposure to extreme environmental conditions.

4. Water damage (also known as water ingress) refers to:

- a) Partial or full submersion of the phone into liquid.
- b) Exposure of the phone to steam or moisture (e.g., bathroom, sauna).

5. A Design Fault is defined as "when a device fails to properly function as designers intended." Design faults are not classed under manufacturer defects and the Smooth Mobiles 12 Month Extended Warranty does not cover for design faults.

6. The Customer has the choice of selecting their own preferred repairer, as long as the repair has been approved by Smooth Mobiles. Smooth Mobiles will only approve repairs by another repairer if:

- a) A quotation has been supplied by The Customer's chosen repairer and the estimated cost of the repairs is comparable to the cost of repairs from Smooth Mobile's appointed repairer. The final decision is at Smooth Mobile's sole discretion.

7. Whether the issue is caused by physical/water damage or a manufacturer defect will be determined by a third-party, The Repairer. If the issue is deemed to not be a manufacturer defect, The Customer is subject to a \$45.00 handling fee, which is to be paid before the mobile phone is shipped back to The Customer.

8. The Customer is responsible for the cost of shipping the phone to The Repairer. Provided that the phone repairs will be covered by Smooth Mobiles (as per clause 2), We will cover the cost of shipping the phone back to The Customer. However, if the phone repairs will not be covered by Smooth Mobiles, the customer is responsible for all costs associated with the repairs and shipping.

9. The Customer is responsible for ensuring that the phone is shipped via a reliable carrier with a provided tracking number. Smooth Mobiles is not liable if the phone is lost in shipping. If the carrier offers insurance, it is The Customer's responsibility to proceed with the insurance claim.

10. Time of repairs is dependent on The Repairer's schedule, severity of the issue and the availability of spare parts. An estimated repair time may be given to The Customer, but Smooth Mobiles does not guarantee that the phone will definitely be repaired within the estimated time frame. For accurate repair status, The Customer should contact The Repairer directly.

11. In the event that the phone is not repairable, Smooth Mobiles will supply The Customer with a phone of comparable value, as a replacement phone. This is at the sole discretion of Smooth Mobiles.

12. In the event of a dispute, Smooth Mobile's decision is final.

Please contact us if you have any questions regarding these Terms and Conditions.

Please note that our Sales Hotline is for sales inquiries only.

All return, refund and repair inquiries should be directed to: rma@smoothmobiles.com.au

All technical support inquiries should be directed to: support@smoothmobiles.com.au