

Further Buzz Box Repair Terms of service and Conditions

1.Pricing

1.1 Calculation

We reach our repair prices by using the calculation below:

Part + labour/administration + Vat

1.2 Part price

The part price we charge you is equal to the cost of that part to Buzz Box. We work hard to source the best quality parts at the most competitive prices.

1.3 Labour/Administration fee is Subject to change however it is set by device bands that are based on the average time it takes to repair and the level of difficulty. It includes proportionate administration costs and may vary between £10 and £45.

1.4 Value Added Tax

V.A.T. is statutory at 20%

1.5 Minimum Charge

In all cases of no repair, a minimum charge is payable. This is £10 for all mobile phones, mp3 players and tablets, £20 for Apple tablets, game consoles and laptops.

2.Quoting

2.1 Initial Quotations

Quotes are estimations of cost to repair. They are NOT guarantees of repair and they are NOT guaranteed prices. Some devices are beyond repair or beyond economical repair but we mostly won't know until we try.

Before a technician has inspected your device, we may quote you for what we think is the most likely repair needed, based on the fault description the customer offers and our experience.

After a technician has inspected your device we may quote you based on the technician's opinion.

Sometimes, a successful fault discovery is made through completed repair meaning we quote you after repair. Don't worry, if this happens and you do not want to proceed with the repair after quotation, you can still decline the quote and the job will be reversed.

Most of the time a quote is honoured but prices are subject to change. If the repair falls within 110% of the price that was originally quoted, we will proceed with the repair, so some repairs will cost the customer less than originally quoted and some slightly more. Fluctuations are mostly affected by stock availability, currency rates and shipping costs. They can go up or down.

If a repair costs more than 110% of the original quote, we will attempt to inform our customer and will get prior approval from the customer before completing the repair process.

2.2 Re-quotations

We will not re quote in all cases if a repair is different than quoted when the price is no higher than 110%, even if the work carried out is different to what may have been described when quoted in the first instance. On some occasions, repairs may need re quoting on more than one occasion. This is because it is practical to quote before carrying out a repair when possible and if a different or further fault becomes apparent during repair or testing after repair, another re quote may be necessary. Some examples of scenarios where a re-quote may be necessary are outlined below:

2.2.1 The engineer's diagnosis show a different or further fault: Handsets are not tested completely when they first come in. Basic functions are tested after repair. If any of our tests fail and the fault is unrelated to the repair that has been quoted for, a re-quote may be necessary to cover further repair. Quite often this will be the part price only, not additional labour charge, though this is discretionary.

Additional Parts are needed: If additional parts are needed to make good your repair, we may re quote you to include that part. This is only if it exceeds 110% of the price last quoted.

2.2.2 A part price has increased pushing the amount payable to more than 110% of the price quoted: Our prices are calculated on the part price of the most recent price paid for that part. If the stock levels for the required part changes between the time you are quoted and the time the part is fitted, the final price will automatically recalculate if there is a price difference. Fluctuations are mostly affected by stock availability, currency rates and shipping costs. They can go up or down. If it goes down, we won't re quote you, it will just be a nice surprise.

2.2.3 There is a choice of repairs: If there is a choice of parts, for example colour or grade, then we may re quote you two or more prices. There may also be a choice of repair affecting functionality. It is not always possible or practical to quote for these in the first instance, begging a re quote.

2.3 Declining a Quote

If you would not like to proceed with your repair after being quoted or re quoted. You can decline the quote. You will not be charged for the repair quoted. You will be charged our minimum fee, which varies depending on your device or the repair carried out. Our minimum fee is made up of administration and labour expenses and is considered non profitable. To see a list of our minimum charges, please **1.5**.

Sometimes a fault diagnosis is only made possible in the repair of a device. If a quote is declined but the repair has already been carried out, the work will be reversed as far as is possible.

If you decline a quote, it does not mean a device is ready to collect or dispatch. It may need reversing or checking over. We will inform you when it is ready.

Naturally we want to return to you a fully functional device but you are under absolutely no obligation to accept a quote.

3.Turnaround

Buzz Box boasts an average 4 day turnaround but this is an estimation based on our history and does not guarantee that we will turnaround your repair in that time. Our given is taken on a 6 month mean average, meaning the total time it has taken to repair all the devices in that time period divided by the total number of devices in for repair. We check our mean average annually based on random 6 month periods within that year. The mode average turnaround, which is the most

frequent turnaround would actually be 1 day for walk in customers and 2 days for customers who post their phones. That is to say that most of our customers get superb turnaround times, however this is not always possible. Here are a few examples when repair turnaround exceeds the average:

3.1 We don't have the part needed

Whilst we keep a good stock of parts, it doesn't always go to plan. It is possible a part that is usually in constant supply suddenly becomes scarce and difficult to source and so we have to wait some time for that part. We endeavour to keep our customers updated in this case.

Our stock is continuously being revised for demand and supply, it's a very fast moving market with huge price fluctuation meaning we cannot stock more than we think we may use in a particular time frame and sometimes this can catch us out meaning we may be over stocked, which could in the long run make customer prices higher or be understocked meaning your repair is delayed. It's a fine balance and we are constantly revising it for the benefit of business and ultimately our customer.

3.2 Back Log

We may be unusually or unexpectedly busy due to a number of reasons, so work is back logged and some repairs are delayed.

The part we need to fix your device is faulty and we don't have another in stock. We have to wait for another part. Please also note that electronic device parts are extremely fragile, sensitive to electro static discharge and so easily damaged in transit and handling, so it is fairly common place for us to come across a faulty part. Don't worry, we test your device after to prevent releasing a device with a faulty part and if it fails, we refit another part. We would not usually inform you if this happens unless the timeliness is queried or your repair may takes longer than a week.

3.3 Repair Complication

A device fails our quality assurance testing. We test a set a set list of features, outlined under Repair Quality. If a device fails any test, it is noted and returned to the technician. The repair is then treated as priority and can be a very quick turnaround from that point if it's straight forward and we wouldn't necessarily inform the customer in this case. However, it may need further repair work that is not so quick. If this repair work doesn't require any parts and is not too labour intensive, Buzz Box will usually incur any cost. If it is not related, not due to previous repair and the cost is not covered by our quote, it may mean we need to inform you and sometimes re-quote you. In this case as the status is then changed, it is passed back to administration staff for communication with the customer. This process can delay a repair as our internal information system is handling all communications and repairs in an order.

If your repair is not straightforward, for example if the symptoms are evident but the cause is not. It may take the technician a long time to diagnose and due to this lengthy repair, a suitable time slot must be waited for to avoid a backlog meaning we have 10 disappointed customers rather than the one. We also chose to wait for an appropriate time slot so the technician can give your device the time and concentration necessary.

3.4 We have wrong customer information

If a mistake has been made with your phone number or email address when checking your device in on line or when checking it in in person, we won't know about it and could be waiting on your response. Failed communication can delay a repair. If you think this could be the case with your

repair, please log in to your repair portal to check the status of your repair and call us or message us through your repair portal to check contact details.

3.5 Request for more time

If the technician has been unable to repair your device on a timely manner but believes it may be repairable if more time were given, they may request more time to repair your device. This may often be the case when a new fault/technique is apparent or available. Technology is continuously changing so faults and repair techniques follow suit. The technicians may like time to research or even take a break and return to your device if it is not straight forward.

In all cases, we try to keep our customers updated of the progress of their repair. The customer will be given a log in where they can track their repair and if the repair status does not change within 4 days, we have a system whereby our admin staff will find out what's happening and update the customer. If you don't hear from us after 7 days of us receiving your device, we recommend you contact us but if less than 7 days we ask you to refrain from following it up as answering these queries do take up our admin staff's time, ultimately making repairs take longer. (If you're posting your phone, we will let you know the day it turns up, so if you are not contacted in this case don't leave it 7 days before enquiring.)

4.Repair Quality

Whilst Buzz Box endeavours to carry out a repair to the best possible standard, a device cannot always be returned to its factory state. It should be noted that most devices are factory assembled whilst our repair will be manual. Sometimes once a device has been damaged and or disassembled, the durability and functionality can be affected. Most repairs are a case of removing a faulty part and replacing it and the level of difficulty varies depending on what and where that part is and how it is connected to the device. If the part needing replacing is a pcb (printed circuit board) chip or if the pcb of the device is compromised, the repair would need what we call 'board work' and this type of work carries the risk of fault aggravation, for which Buzz Box accepts no liability. Further information on board work can be found below.

4.1 Board Work

If a device has a board fault, the repair success rate is lower than average. Sometimes a repair can aggravate a pre existing board fault, for example if there is a short on a mother board but the assemblymen of the device is securing the short, a disassembly could bring that short to light and if irreparable would then be returned to the customer in what would seem in a worse state of repair than before it came to Buzz Box. Also, any attempted repair work on a mother board, will most likely include techniques using high heat and there is risk that this heat can damage parts of the motherboard, again possibly meaning that a device that is beyond repair being returned in what would seem a worse state of repair than before attempted repair. These types of repair are usually carried out if there is no repair alternative.

4.2 Standard of Repair

We will test each device, unless prohibited by customer or security settings to ensure the device is fit for purpose and repaired to the highest standard we can. By fit for purpose we guarantee a standard of functionality as set out below. Anything other than those listed below may not be tested and are not guaranteed. If a device is repairable but one or more of the functionalities below is not

repairable, the customer may be given the choice of no repair or part repair and any quote should reflect this.

4.2.1 Cosmetic condition: Where possible to the same or better standard as when the phone came to us. Sometimes a repair process may be evident cosmetically, for example in a pressure mark where pressure has had to be applied in order to address the fault. Where any non-superficial marks may be caused by repair, the customer will be informed in advance where possible and given the option to proceed and incur any extra cost that might arise in making good the affected area, should they want to. This could include extra labour or replacement parts. If a non-superficial mark is caused during repair that was unexpected so any advance warning not possible, Buzz Box will make good the affected area and incur any expense from this further repair. Please note that this is for non-superficial marks. If any mark is similar to what may be reasonably classed as equal to marks that may be caused by use and/or wear and tear, Buzz Box may not incur any extra cost incurred from making good. Another example of when a device may differ cosmetically after repair is where parts may not be flush. Sometimes where a part or device need reassembling manually, there may be slight inconsistencies noticeable such as a slightly risen digitiser or a paper thin gap between adjoining parts. The colour of a new part may also be inconsistent with the part replaced or the rest of the device and this could be due to the fading of the original parts or the rest of the device or also due to variations in manufacturing. Where a colour is vastly different, Buzz Box will inform the customer before repair.

4.2.2 Power Functionality: We will make sure your device powers up after repair. We will connect your device to a mains charger and check the device shows as charging. We do not test your battery functionality past powering up and charging. This is because to test if a battery charges to full capacity and discharges in a timely manner would take a number of days. We will not have factored labour charge for this into your repair nor estimated the turnaround time accordingly. If you would like this tested, it will need to be requested and an additional charge will be applied.

4.2.3 Connectivity: We will test signal and call connectivity by making one live call and checking it connects. Wi-Fi is tested by turning the Wi-Fi on and checking it finds our Wi-Fi network, we will not connect to the network unless the repair specifically involves Wi-Fi connectivity and so do not test Wi-Fi range. Bluetooth functionality is tested as far as turning the Bluetooth on and checking the Bluetooth symbol appears on the display. We do not test 3g internet as affecting factors are usually network and settings related rather than hard wear related, which is our focus of repair.

4.2.4 Audio Functionality: All sound produced through the headphone port, internal ear piece, external speaker and the microphone should be 'clearly audible' or in other words the recipient is able to repeat what is heard either inwardly or outwardly. Quality and volume can vary among devices so we cannot know if the level is different to before and cannot promise more than what we term as 'clearly audible'.

4.2.5 Camera Functionality: Both cameras of a device, if applicable, shall take a photograph. Photograph quality is not tested as this varies among devices. If the quality is believed to be sub standard for that model, it may be addressed for repair.

4.2.6 Buttons: The volume button should work for both increase and decrease. The home button should respond each time it is presses, a device should respond to each key pressed on a keypad and a power button should power on and off a device and put the device on standby, where applicable.

4.2.7 Touchscreen functionality: The touchscreen will respond to all four corners, the middle of a screen and randomly selected areas in between. The tests carried out will highlight almost any

faulty touch screen and in this case it would be addressed. Not every pixel of a screen can be practically tested after repair.

4.2.8 Other guarantees: If applicable, the screen direction should rotate as the device is rotated and the touchscreen should be disabled when the device is held against the face. The parts tested to guarantee these are the gyroscope and the proximity sensor.

5.Warranty

We warranty the parts we fit and the work carried out in the repair of a device for 3 months. That is to say, for 3 months from the day Buzz Box attempts to inform the customer that their device is ready for collection or 3 months from the day a device is dispatched. If a repair is returned under warranty, we will attempt to re repair it free of charge. If a device is not repairable, any moneys paid will be refunded less the minimum charge and initial postage if applicable.

5.1 Voided Warranty

Buzz box reserves the right to invalidate or void a warranty, though this does not affect your statutory rights. A warranty will be voided in the following circumstances:

5.1.1 The device has been subject to further damage* since leaving the care of Buzz Box.

5.1.2 The device has been disassembled, partly or fully since leaving the care of Buzz Box.

5.1.3 Any Buzz Box warranty stickers on the device have been compromised.

5.1.4 The warranty period has expired.

*If a returned device has been classed by Buzz Box as subject to further damage, the customer may reject this affirmation, upon which Buzz Box will either a. revalidate the original warranty or b. provide factual evidence or reasoning to evident this further damage.

5.2 What is not included under Buzz Box warranty

5.2.1 Parts or labour not supplied by Buzz Box.

5.2.2 Faults on a device that were not addressed before or during repair by Buzz Box or customer, which are unrelated* to that repair.

*the right to determine if a fault is or isn't related to a repair is reserved by Buzz Box, who's determination will be non bias and without guile.

5.2.3 Cracked screens. Most screens are made of glass and will only break on impact or by pressure. Cracked screens are therefore classed as customer damaged and not warranted, even if you screen was replaced by Buzz Box and cracked within the warranty period.

6.Refunds

6.1 If your device is irreparable*, any moneys paid for repair will be refunded less the standard minimum charge as set out paragraph **1.3** and/or any redemption by prior acceptance by the customer for part repair.

6.1.1 If applicable and requested, return postage paid by the customer up to the value of the standard postage fee as charged by Buzz Box for recorded delivery for such a device at that time may

be compensated and available only for those devices that are classified as warranted repairs by Buzz Box after receipt and only for those where testing after previous repair was not prevented by the customers decision to decline post repair tests nor failure to give passwords.

*irreparable = fails to pass one or more of Buzz Box Quality Assurance tests as outlined in **4.2.1-4.2.8**.

6.1.2 Any additional charge for *express service** repair is refundable if for any reason, the express service was not realised.

6.1.3 If a fault has been caused by attempted repair by Buzz Box whereby the customer had not been informed of such an outcome before attempted repair and that fault is deemed as irreparable, Buzz Box will compensate the value of that fault up to the value of that device as per it's state and at the time it was received by Buzz Box.

6.2 What we will not compensate:

6.2.1 Customer requested refunds for repairs that have not flouted these terms and conditions unless the customers reasoning has not been addressed in these terms and conditions and is deemed by Buzz Box as reasonable.

6.2.3 Any excess of the market value of a device as per it's state and time when brought to Buzz Box.

6.2.4 Any loss of data, accessories, sim cards or memory cards left with a device at the time it was brought to Buzz Box. It is advisable these items are removed and the data is backed up before the device is brought to Buzz Box. Whilst data is not wiped intentionally from any device unless necessary for repair, on some occasions repair can cause loss of data.

*express service is in house terminology used to describe an additional service whereby a repair may be carried out within a specified time for an additional charge.