

DEFINITIONS

- GurooG Mobile Repair pickup, repair and free drop off service for Gadgets offered by GurooG Mobile Repair the terms and conditions which are set out in this document.
- We, Us, Ours. GurooG Mobile Repair is a brand owned by Us.
- You, Your: The person who submitted a gadget for repair and thereby accepted these terms and conditions.
- Gadget means any phone, laptop, smart watch, speaker, headphone or any electronic item submitted to US for repair.

PRODUCT & FEATURES OF DIFFERENT SERVICES

THE SERVICE

GurooG Mobile Repair's Gadgets Repair Service is limited to receiving Your gadgets, repairing it and returning the Phone back to You within the terms of this document

PICKUP:

- Please call US for assistance with the pickup process, when Your Phone requires repair.
- You will be contacted and a pickup scheduled based on earliest convenience. This pickup may be arranged either through our team of pickup boys or through courier service.
- Two copies of the T&Cs are being provided to You. Of these one must be signed and submitted with Your Phone/Gadget for repair.
- You may be required to provide password/pattern lock if the Phone/Gadget is locked and also an alternate number for SMS/Call intimations.
- You may be required to provide ID to establish Your bonafide ownership.
- By signing the T&C You confirm bonafide purchase, and acknowledge the receipt of a loaner Phone/Gadget if applicable.

RECEIVING:

- The phone/gadget will be opened by US at the factory under camera or CCTV surveillance whichever is available and the condition recorded. We will email a photo of Your Phone if You provide an email ID. Or we can whatsapp You if You need it. This photo shall be the basis of establishing the condition of the Phone and in case of any dispute Our decision shall be final.

REPAIR BY GurooG Mobile Repair:

- The Spare parts used in case of Repair Services provided by Us shall be of Highest Quality parts sourced from Our verified suppliers in India or abroad. All parts will be quality tested to be equivalent to the parts used by the Brands and may include new, used or refurbished parts.
- If repairs require a software upgrade or a high-level (L3/L4) component change We cannot assure that return will be in exactly same state and it is possible that a Phone that was powering on, may become "dead" and for which We shall not have any liability.
- In all cases where spares are not available and the repair delayed, an estimate of the delay will be provided and You will have the option to proceed with the repair or consider other options.

DISPATCH/DELIVERY:

- The second copy of the T&C must be produced at the time of delivery of the Gadgets after repair otherwise; we reserve the right to refuse delivery of the repaired Gadgets.
- All gadgets are sealed for dispatch under camera or CCTV surveillance camera whichever is available

- Please ensure that the Gadgets is received and same will be conveyed to You by call/SMS/mail /Whatsapp.
- Repaired Gadgets should be tested by You with working original battery and accessories.

EXCLUSIONS

The following exclusions apply phones given by You. We shall not be responsible for:

- Repair of Gadgets which may be found to be Liquid damaged, damaged by Accident, negligence or unauthorised means, or otherwise previously repaired by an unauthorised person or company. In such cases the Gadgets will be returned without repair and we will substantiate Our claims with supporting information.
- The quality and time of the services provided by technician and Damage caused by them during repair.
- Accessories and cosmetics.
- Breakdown caused by accessories not originally provided by the manufacturer of the Gadgets.
- Breakdown caused by the use of software other than provided by the original Manufacturer. Examples include "Jail-Breaking" of iPhones / iPads, "Rooting" of Android devices and other similar actions.
- Gadgets with removed or altered IMEI numbers
- A Gadget fraudulently purchased, or acquired by You.

HANDLING/STORAGE/DISPOSAL CHARGES

- **Handling Charges of Rs 100 shall apply and be payable by You in case the gadget is not repairable for reasons of application of exclusions to the Repair Service as defined above. We have no fix no fee policy but delivery charges You will have to bear.**
- If a Gadget is either not claimed or is not deliverable based on the contact data provided by You, within 60 days, We will be within Our rights to dispose/dismantle the Gadget as We deem fit and You will have no further claim on Us in this regard.

WARRANTY

- The Limited Warranty starts from the day the customer receives the product.
- During the warranty period, if any accessory defect is inspected and confirmed by a GurooG Mobile Repair a free replacement service shall be provided.
- This limited warranty is valid for 60 days, eligible for any international warranty service. To the fullest extent permitted by law, warranty service may only be performed by GurooG Mobile Repair.
- GurooG Mobile Repair may conduct diagnostic tests on customers' products to identify the causes of failures/defects. Before returning any unit for service, customers should back up data and remove any confidential and/or personal information from the product. GurooG Mobile Repair is not responsible for damage or loss of any program, data, or removable storage media.

SERVICE QUERY/ TRACKING PRODUCT

- Prior to contacting a GurooG Mobile Repair service agent, please ensure the following information is at hand:
 - Model, serial number, and IMEI number if available.
 - Customer's full address and contact information.
 - Purchase order number, a copy of the customer's original invoice/receipt.
- This warranty does not cover the following cases:
 - If the product serial number, IMEI number or warranty seal is illegible or has been removed, erased, defaced,

altered, and/or tampered. If any accessory or external part of the product is missing.

- If any damage occurs in/on outer surface of the product, including but not limited to cracks, dents or scratches on the exterior cases, screens, camera lenses, buttons and other attachments.
- If PRODUCT becomes dirty or damaged due to contact with chemical agents, sharp objects, improper handling, accident, abuse, or under abnormal use or conditions such as sauna, swimming, and so forth.
- General maintenance, password reset assistance, cleaning, application update/installation, product demonstration, or any other service other than repair/replacement;
- Deterioration of the product caused by normal wearing and tearing, including but not limited to rust or stains;
- Any other circumstances that are contradictory or are not in compliance with business ethics.
- Guroog Mobile Repair will determine whether a product is "Out of Warranty" at the company's discretion according to the standards listed below. Repair of "Out of Warranty" products shall be separately quoted by the Guroog Mobile Repair and respective service shall be provided upon service fee payment.
- Violations against warranty, including but not limited to customer induced damage, such as self-repairs, exposure to water, damage caused by misuse, alternation, failure to comply with product manual, and so on.
- Invalid warranty
- Expired warranty

OTHER TERMS & CONDITIONS

- The Gadget's battery may have to submit with the Gadget for testing.
- Accessories such as chargers/headsets/SIM Tray/MMC must not be submitted with the Gadget for repair and we cannot accept any responsibility for them if they are submitted.

COMPLAINTS CHARTER

In the unlikely event that something does go wrong We seek to address Your concerns expeditiously. If You have a complaint, please call US on 993023065 or email Us at hello@guroogmobile.repair. Upon receipt of Your complaint, We will investigate to see what went wrong so that We can resolve it to Your satisfaction, and to avoid reoccurrence in the future. We undertake to:

- Assign a Tracking number and acknowledge all complaints within one working day.
- Advise You what steps are being taken to resolve the complaint.
- Suggest a solution for Your consideration within 2 working days.
- Keep You informed throughout the process.

LIMITED LIABILITIES

- We do not take any responsibility for the Integrity of contacts/ image/ video data in the Gadget during the repair process. You MUST back up the data before handing over the Gadget for repair. We don't take back up of gadgets.
- We will under no circumstances be liable for any special, indirect, incidental or consequential damages resulting from servicing and/or repairing of the Goods, including but not limited to loss of, damage to, or corruption of data; or any costs of recovering, programming, or restoring any program or data

stored in the Gadget and any failure to maintain the confidentiality of data stored on the Gadget.

- In the event any Gadget is lost by theft or accident while in Our custody, the maximum liability will be limited to compensation with a Gadget of similar value, specification and age. For this purpose You will be required to submit a copy of the original purchase invoice which must show the Gadget Purchase price and the IMEI number.
- Maximum care will be taken in handling the product, but no claims will be accepted for cosmetic issues like dents, scratches and minor defects.
- If Your battery has reduced capacity or performance, You will be informed and We will not be responsible for the performance of the repaired Gadget if You do not replace the battery with a new and original one.
- We shall not be held liable for any damage in the nature of any consequential damage including monetary loss or loss of business as a result of any delay caused by, an act of God, theft, loss, accident, delay in delivery or inability to obtain necessary labour, materials, transportation facilities etc. In the event of any such delay, the date of delivery shall be extended for a period equal to the time lost by reason of the delay. It shall be Our endeavour to keep You informed of such events in advance to minimise the inconvenience that may be caused. be declaring that You are the legal owner or representative of the owner of the Gadget.
- In support of this You may be required to provide ID proof at any time during the period the Gadget is with Us. Any ID as accepted for railway ticket booking purposes shall be acceptable. In the event this is not available, You will agree to have a photo and finger prints taken.
- If We receive any written government enquiries, enquiring about Your Gadget or requiring it to be handed over, We shall do so forthwith, without reference to You and You shall have no claim on it thereafter, and We shall have no liability either.

CHARGEABLE REPAIRS

- If accepted, these repair charges shall be payable by You against the delivery of the Gadget.
- The parts replaced against Chargeable Repairs shall be warranted for a period of 60 days.
- This warranty shall cover only the repairs performed by Us. It will not cover Repair Services which may be required or other components that may fail.
- In the event the Gadget repair exceeds the initial estimate We shall provide a further estimate.
- If You do not accept the repair estimates, then the Gadget will be returned to You without any charge.

D DISPUTE RESOLUTION

- Disputes regarding Our Services shall be attempted to be resolved through consultation discussion and good faith. In the event such dispute cannot be resolved within a period of 30 days by way of consultation, such dispute shall be referred for arbitration in accordance with the Arbitration and Conciliation Act, 1996, or any modification or amendment thereof. The arbitration shall be held in Nagpur, India. The decision of such arbitration shall be binding and conclusive. These terms and conditions shall be governed by and construed in accordance with the laws of India and the exclusive jurisdiction of the courts in Nagpur.

I have read and accepted the Terms and Conditions above:

Customer Name:

GurooG Mobile Repair

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