



EQUIPMENT REPAIR TERMS

1. INTRODUCTION

We collect equipment, or you deliver it to us for assessment, servicing, repair, upgrades, destruction, recycling, or disposal as e-waste. In the carrying on of the services, these equipment repair terms apply. This is in addition to the other terms and policies in our [Trust Centre](#).

2. YOU AUTHORISE US TO TAKE ACTION

To provide you with our services, you authorise us to:

- make use of third-party repairers, couriers, and recycling companies,
- donate, sell, discard or recycle all parts replaced during the repair, upgrade or e-waste disposal of equipment, unless otherwise agreed in writing.

3. YOUR RESPONSIBILITY TO BACK UP AND INSURE

We cannot give any guarantees on data retention or recovery. You are always responsible for:

- backing up your own data before engaging with our equipment repair process,
- insuring equipment against loss or damage, including damage caused by accident, theft, robbery, fire, or force majeure.

4. WARRANTIES FOR REPAIRS

We may perform some equipment repairs under a manufacturer's warranty. However, the warranty does not cover:

- repairs to parts that are damaged due to negligent or careless use, incorrect maintenance, work done by unauthorised personnel, or transportation in unsuitable packaging.
- faults caused by software, viruses, malware, or system conflicts resulting from the installation of drivers or peripheral devices.

Any limits, exclusions or conditions in the manufacturer's warranty also apply to the services we provide to you.

5. NO LIABILITY FOR DATA LOSS

Data loss may occur during transit, while equipment is in our possession, or through any third-party service provider or courier engaged by us.

- We are not liable for any leak, exposure, or loss of data that may occur.
- You indemnify us and hold us harmless against any claims arising from the loss of data.

6. CHARGES

We will still charge as per our fee structure, if we determine the equipment is not defective and the issue is due to user or software error, incompatible software installed by others, or viruses or malware.

If you do not accept the repair quote, we will charge transportation and assessment fees.

If you fail to pay the quoted repair or assessment fees, we may sell, recycle, or dispose of the equipment after three months from receipt, subject to applicable law. You waive any claim arising from such sale or disposal.