

Apple iPhone REFRESHED Warranty and Repairs Terms and Conditions

1. All devices carry a 1-year warranty from Proof of purchase
2. When booking-in a device, it must be done by an individual who is over the age of 18 years old.
3. You are required to provide your original proof of identification when you are booking your device in for repairs and/or proof of purchase or a delivery note when booking a device in for OBF. This will serve as your implied warranty initiation date.
4. In some cases your device might need to be returned to Cell C, so we recommend that you keep the original packaging in a good condition and safely stored.
5. If your device has a lock code, security code, FMI (Find my iPhone), Google Lock or any other FRP (Factory Reset Protection) lock services, kindly ensure that you deactivate it before booking in your device for repairs. This will ensure that you avoid any unnecessary delays or additional costs.
6. Your device data will be deleted (as required by the Protection of Personal Information (POPI) Act) at the point of book-in. Therefore, it is crucial that you secure your data by backing up your data such as (contact numbers, photos, information of high importance and/or personal, sentimental value) before booking in your device.
7. The physical condition of your device is always taken into consideration before any warranty decisions are made for replacements or exchanges, especially within the first six (6) months from the purchase date.
8. External checklist- Cell C stores are required to take pictures of the device condition and save them on the repair depo system for ease of reference

Repairing the device may include component replacement, software reload, settings etc.

1. In order to protect your property, repaired devices will only be returned to you upon presentation of your signed job receipt.
2. Devices must be collected by the individual whose details appear on the job card accompanied with their ID book/card or valid driver's license. In the event that such is collected by another person, on behalf of the aforementioned individual, the recipient must present a letter completed by the individual whose details appear on the job card. This letter must confirm the individual's authorisation to collect the device and be accompanied by a copy of both the individuals ID book/card or driver's license.
3. Accessories (battery, charger, pouch, etc.) must not be booked-in with the device unless it is required during the repair process. Cell C Repairs will not be held responsible for any loss of SIM card, charger or any other accessory booked-in unnecessarily. Please retain your SIM card and do not book this in with the device at any time.
Please note that sim cards may be cleared and destroyed if such accompany the device to Cell C repairs. Cell C Repairs does not accept any liability in the form of replacement of such accessories or sim cards booked in with the device.
4. Cell C repairs shall not accept liability for the replacement of any screen guards that may be present on a booked in device and damaged or removed during the assessment or repair process.
5. Cell C Repairs shall be deemed authorised to replace parts and materials as necessary to complete the repair on warranty devices. However, any out of warranty

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devices (due to physical damage/liquid damage/unauthorised workmanship and/or lapse of warranty) a quotation will be generated. Devices not collected within 90 days of the 1st collection notification is sent to you, shall become the property of the Cell C Repair Center. The relevant device, being owned by Cell C repair center pursuant to these terms and conditions, may be sold after the aforementioned 90-day period to defray costs, including but not limited storage costs.

6. All repairs undertaken, except for those in respect of corrosion and/or liquid damage, are guaranteed against faulty workmanship for a maximum period of 3 (three) months from the date that the consumer received notification to collect a device and not from the point of actual collection by the consumer.
7. Your device data will be wiped at the point of book-in, therefore it is your responsibility to protect and back up any information on the device that is of personal nature or of high business importance, as Cell C Repairs will be unable to retrieve such data once the device has been wiped.

Warranty on the device will be voided should the device be seen to be damaged this includes, but is not limited to:

1. Physical damage and/or misuse or abuse, liquid damage, repairs and/or product modifications and alterations that are executed by unauthorised third parties.
2. Modifying the exterior of the device by gluing, pasting or sticking 'decorative' images on the device can void the warranty if such attachments impact the interior mechanics of the device. Such attachments can also influence the strength of your network connectivity on the device.
3. The downloading of illegal software, alteration of the IMEI number on your device, whether it has been deleted, removed or made illegible, or if the internal data of your device does not comply with the proof of purchase.
4. Failing to properly follow the installation process and instructions for use, or if you use products or accessories that are not compatible with your device - such as generic accessories and other contaminated auxiliary devices.

1. Out of Warranty repairs may require an 'assessment cost' when a technical fault diagnosis is needed.
2. A deposit fee 'may' be required.
3. All out of warranty repairs will be subject to a written quotation.
4. Any quote for repairs shall be valid 10 (ten) calendar days.
5. Out of Warranty Repairs costs will be payable by the customer before the device can be released - your device will not be released until payment has been received.

An Out-of-Box- Failure (OBF) is defined as a like new Cell C supplied handset devices that is found technically faulty within 7 (seven) days of purchase.

The OBF devices must be returned to the original store where the device was purchased failing which, it must be returned to the closest Cell C store (preferred location of consumer). The sales entity will submit such devices to Cell C Repair center for inspection and verification.

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1. The item must be returned within 7 (seven) calendar days from the date of purchase that is printed on the official invoice/delivery note (proof of purchase). Please note that the device must be one that has been supplied by Cell C.
2. The original invoice (proof of purchase) as received at the point of sale must be supplied.
3. All devices shall be subjected for an assessment; this is to verify the faults reported by the customer before conducting an exchange. This assessment may take up to 7 (seven) calendar days or longer. (Timeframe may be influenced by location, courier delays and/or public holidays).
4. Items that qualify as OBF will only be swapped for the same make and model.
5. The original contents of the 'box', (device, original charger, manual and any other accessories) must be complete and the packaging intact/in a good condition.
6. The IMEI number on the box must match the IMEI number on the device and paperwork.

The physical condition of the device must be in a good as new condition to qualify for the OBF criteria. There must be no physical damage on the product or its accessories, or any signs of neglect due to physical abuse, liquid damage, screen scratches, dents or marks.

Please Note: Physical damage (including surface scratches, marks, etc.) could result in an OBF claim being rejected.