

# TERMS & CONDITIONS

OUR PART, YOUR PART



1.

## WHAT OUR LABOR-FREE REPAIR SERVICE COVERS

At the Moment, Dr. Fixed ONLY FIX broken front screens, back glass (Apple Iphones), and replace batteries of the brands and models listed on our platform. Any issues other than the above-listed issues are to be taken care of by you 😊.

You will be liable to fix any other issues that your phone might have before giving it to us and afterward.

2

## PARTS REPLACEMENT PURCHASE

On Your Part, you will be required to purchase any phone replacement part that you are replacing. For instance, if you are replacing your cracked phone screen you will need to purchase the screen from the recommended vendors on our platform. However, if you accidentally purchased a wrong part, you will be responsible to talk to the vendor for a replacement/s.

3

## SIM CARD & PASSWORD ENCRYPTION AGREEMENT

You must remove your sim card before sending us your smartphone device. Also, we do not need to access your phone for us to get our job done. So, you must encrypt your device with a strong password before we can work on it. Unencrypted smartphone devices will be sent back to the owner immediately.

**4**

### **SHIPPING (SENDING AND RETURNING) YOUR SMARTPHONE**

DR. Fixed will not cover or pay your shipment fee.

You are required to pay for your return shipping fee after we are done fixing your phone for FREE.

**5**

### **Unexpected damages While Package is in transit**

Dr. Fixed will not be responsible for any damages that may occur to your phone once in transit and we will not provide any indemnity for loss.

It's your responsibility to talk to the shipping company concerning loss or any damages that might occur to your phone while in transit.

**6**

### **Unexpected Delays**

Delay from the shipping company end or delay due to bad weather might impact our repair service delivery. Also, delay in the shipment of your replacement part from our vendors might affect our delivery time as we do not control our vendors shipping and logistics processes. Although any form of delays from our vendors are taken seriously.