

Please read the following, taking particular notice of the first paragraph prior to signing

You may find that your phone/tablet continues to function fully or partly despite having cosmetic damage e.g. a broken screen. In order to repair cosmetic damage, the unit must be opened. On opening, there is a risk that parts may fail, or reduce in performance – there will be a charge for replacement parts and associated labour. Occasionally, we are unable to repair parts - from experience, we have found that this is due to either the severity of damage sustained on impact or by NPCC use of non-genuine apple parts. Your unit may become what is termed as 'beyond physical or economical repair'.

NPCC is not an Apple Authorized Service Provider (AASP) therefore any parts fitted are non-genuine Apple parts and are third-party manufactured. Due to slight variations, the parts we install may not fit in exactly the same manner as the original part. Any work carried out by NPCC will void your devices warranty with Apple.

**HAVE YOU BACKED YOUR DATA UP?** It is the customers' responsibility to complete a full backup of the device prior to repair.

**QUALITY CHECKS** - In order to complete quality checks on your device, NPCC will request your device password and SIM card. If these are not made available and further work is required, you will be subject to a "re-sealing fee".

**CHASSIS DAMAGE** - If your chassis is bent due to an impact or other reason and the screen lifts away from the chassis we will attempt to refit the screen but will not replace the screen unless it has failed. If a replacement screen fitted by NPCC cracks due to chassis damage this is not covered by warranty. Replaced screens that are damaged by impact or bent chassis are not covered by warranty.

**HOME BUTTON REPLACEMENT** - If the Touch ID home button, sensor or cable are damaged on your device, a replacement part may disable the function of the Touch ID sensor and will act as standard home button or in the case of the iPhone 7/7Plus it will render the button unusable.

**WATER RESISTANCE RATING**

Some original parts such as the water seal in the iPhone 6S and 7 series cannot be replaced and your device will lose any water resistance rating it may have had once opened.

**Please refer to our full terms of sale below.**

**If after reading this statement you do not wish to continue with your repair, please inform NPCC immediately. You will not be charged. However, if we have carried out an inspection, you will incur our minimum inspection fee.**

**DATA**

Whilst every care is taken to protect customer data, NPCC cannot take responsibility for any loss of or damage to data that may occur during our possession. It is entirely your responsibility to ensure that you have adequately backed up you data. We would be happy to advise on how best to backup and restore your data, an additional charge will be made. We cannot take responsibility should any of your data be corrupt.

**Customers Equipment**

If you fail to pay for and/or collect your unit after 3 months, NPCC reserves the right to sell or dispose of the unit in order to offset any costs incurred. It is not necessary to leave the unit's casing. NPCC cannot be held responsible for any loss or damage to casings.

**Minimum Inspection Fees and Deposits.**

All work undertaken by NPCC is subject to an inspection fee which is currently £25 for Apple iPhone and iPad and £35 for Computers, Macs, Projectors, Printers and all other devices. This will be requested as a deposit when your device is booked in. After completing our inspection of your device, we will contact you to authorise any additional costs not agreed whilst your device was booked in. If the unit becomes beyond economic or physical repair the inspection fee and the additional any approved parts costs will remain payable.

**Apple iPhone / iPad replacement parts**

Due to slight variations, the parts we fit may not fit in exactly the same manner as the original part. During the fitting of parts such as a replacement digitizer, dust may land and settle between the screens. Although we will try our best to avoid this, it does occasionally go unnoticed during the sealing stage and is unavoidable.

**Reserved Parts / Special Orders**

Pre-ordered parts such as screens will require a deposit prior order. If after three months the customer does not bring their device to NPCC for repair, NPCC reserve the right to use the deposit to offset any costs incurred.

**Fitting of tempered shields, protectors and cases**

NPCC offers a fitting service for tempered shields and screen protectors. There is a slight chance that the protector may be out of alignment, dust may settle between the screen and protector or air bubbles may develop. Unfortunately, a replacement or refund will not be available should this occur.

**Cosmetic Damage**

Due to the nature of the work carried out by NPCC, cosmetic damage may occur during inspection. We will minimise this wherever possible and will endeavour to repair or replace the part in question.

**iPhone/iPad Quality Tests**

In order to complete quality function checks on your device, NPCC will request your device password and SIM card – this will allow us to check that all functions are working before we seal the device. If these are not made available and further work is required, you will be subject to a "re-sealing fee" of £35.00.

**Catastrophic Failures**

On occasion, a catastrophic event occurs whereby there is a failure of component parts making the unit beyond economical or physical repair. The inspection fee is payable as a minimum charge plus any postage costs incurred. On occasion, the fault may not be evident initially. In addition, once we have opened your unit a fault may be found which was first 'hidden' or 'masked'. This is especially the case with Apple products, laptops, printers and projectors but not exclusively these. Where the screen has been badly damaged we may not be able to perform a pre-test of functions. Once we open the unit there may be areas of that have failed - we will charge for parts / labour accordingly.

**Services Provided by NPCC and Warranty on Repairs.**

Every effort will be made to complete the job within a reasonable amount of time, calculated from our experience. We reserve the right to adjust the timescale in the event of any unforeseen issues or any additional requests made by you. We will discuss any changes with you and will not carry out any additional work without your approval.

All work carried to repair your device is covered by a warranty; the warranty is limited to the specific area repaired and is usually 3 months from the date of invoice unless otherwise specified. New products bought from NPCC will normally come with a 12-month manufacturer warranty.

Issues caused by impact or accidental damage aren't covered under warranty. If a replacement screen fitted by NPCC cracks due to accidental damage or due to a damaged/bent chassis this is not covered by warranty. If any signs of liquid damage are found upon return of your device for a warranty repair, NPCC reserve the right to void the warranty and charge for the repair.

Repair prices exclude consumable items (e.g. ink cartridges, projector lamps etc.)

**Liquid Damage and Warranty**

If the device has sustained damage due to liquid, NPCC may be able to repair the device but there will be no warranty for any work completed by NPCC or any parts fitted and once we have inspected your device you will be subject to our inspection fee plus a further liquid assessment and clean up charge of £25.00.

**Items returned to customer by courier**

On request, NPCC Ltd can return repaired items by courier. NPCC cannot accept any liability for loss, damage or theft of the item once it has left our premises. A charge of £15 is made to return iPads and iPhones, insurance for all other items must be arranged by you. If an iPad or iPhone appears to be faulty upon delivery to your address, you should contact NPCC immediately as there is a time restriction on reporting damages. When required, the unit should be returned to NPCC at your expense, following inspection, this may be reimbursed. **Glass cannot be insured by our courier or the Royal Mail**

**Payment Terms**

Full payment is required upon ordering of new equipment or software. A deposit is required prior to the inspection and repair of any device with NPCC Ltd - The balance will be due on collection payment or prior to the arrangement of delivery by courier.

Special orders parts - Once an order has been placed and work has begun, it will be specific to your requirements and any parts will be deemed used.

Cancellation terms: In the event of an order being cancelled the following charges will apply: 100% of all hardware and software already ordered by NPCC as the items cannot be returned and it is unlikely that they will be utilised by another customer. Payments made by credit charge will incur a fee.

Customer's Signature..... Customer's Name .....  
 (Agreement to PC Centre terms of sale) Date...../...../.....