

12-Month **WARRANTY POLICY**

For Reconditioned Mobile Products

Our company will warrant our reconditioned devices for up to twelve months for electronic failures that may occur after the devices have been inspected and shipped by us, this warranty is limited to the following:

- **Audio modules or speakers** that fail to work on mobile phones during normal use without physical abuse or water intrusion caused by mobile device users.
- **Battery health and charging**, our devices are shipped with a minimum battery health remaining of 95-100% this will give the final user an excellent useful experience without showing signs via the battery menu to suggest servicing or replacing the battery.
- **Charging ports** that are used under normal conditions, no ripped ports will be acceptable to be returned under this warranty policy as this would fall under physical abuse limitations.
- **Connectivity** issues, including Wi-fi connectors, Bluetooth, and Network connectivity.
- **Display** useability under normal conditions.
- **Microphones, front and rear** with the same limitations as above.

This warranty will not cover physical damage caused by:

- Accidental damage caused by dropping the devices or unintended usage.
- Water intrusion (submersion, splashes, or exposure)
- Excessive heat when left in a hot vehicle or outside, will cause the displays to have an adverse reaction called AMOLED burn which causes pixel failures, and halos leaving the images burnt into the displays.
- Cracked, dented, or visually apparent cosmetic damage to front lenses, rear housings, product bezels, or camera lenses, this would all fall under customer abuse or accidental damage.
- Any device that is claimed to be defective after being altered by repair with aftermarket components, after being read by software which validates serial numbers of internal components to be only original, if any aftermarket or generics are found this voids the warranty period.
- Any software alteration, unlocking, jailbreaking, or any aftermarket software not approved by the manufacturer.
- devices left without charging for extended periods, this causes the batteries to go into sleep mode, and only extended charging over 48-72 hours could bring them back to useful conditions.
- Any damage caused by fire, or by using an aftermarket charging cube and cable.

For Support Contact: support@serviceswarranty.com