

Attach Till Receipt Here

Data Loss Warning for Electronic Device Repairs

Please back up all data prior to submitting your product for repairs.

Electronic devices may lose some or all of the user software settings and data during the process of assessment, diagnosis and repair. This data may not be recoverable, so we strongly recommend that you back up any data prior to booking a device in for an assessment.

Parallel Imported Ltd or their Repair Agents cannot accept responsibility for any loss of data should it occur during assessment and repair, nor for any consequential personal or business loss including goodwill or wasted expenditure or any other indirect or consequential loss.

Please consult your device's User Guide to find out how to back up your data.

12 Month Warranty on Watches excludes crystal, strap and battery.

Our access and involvement pertaining to warranty conditions and the repair procedures are limited; we are expected to abide by the policy and procedures of the mobile handset manufacturer and their respective repair agents.



Warranty & Service Repair Guide

**Please retain this information
for Warranty Claims**

Service and Repair Guide

Your Electronic Device needs to be returned to the Store that you bought it from, this will be printed on your receipt. If you bought your item Online through our Website, you need to send it to our North Shore branch:

attn: The Online Team, Parallel Imported, 2170 Parkway Drive, Mairangi Bay, North Shore 0632

Please include:

Your faulty device and its battery, a copy of your receipt, your contact details and a note explaining the fault. If the fault is Power Related, please send your charger and adapter as well.

The Repair Process

Hold on to your receipt, this is your Proof of Purchase. Proof of Purchase is required to validate your Warranty. If no proof is provided we may not be able to cover the warranty.

A Deposit needs to be paid at the time of booking your item in for Assessment. We then send your device to our Authorized Service and Repair Agent for assessment, where a technician will receive and assess it.

If the fault is covered by the warranty, this will be fixed (if possible) before it is returned to us. If the fault is not covered by the warranty and there is a charge for repair, we will contact you with a quote of the repair cost before any further action is taken.

We will contact you once your device is returned to us. This can take 10-15 working days or longer if parts need to be ordered in.

Who Assesses My Device?

We have appointed Independent Technicians and Repair Agents who will assess your Electronic Device.

Assessment Fee/Deposit

A \$45.00 deposit will be taken at the time of booking a device in for repair.

Your Deposit will be refunded to you if:

- The device is within the manufacturer warranty period.
- The fault is covered by the warranty criteria.

Your Deposit will not be refunded if:

- The device is outside the manufacturer warranty period.
- The fault is not covered by the warranty criteria.
- There was no fault found.

The Manufacturer Warranty applies if:

- The device and its accessories are handled properly for their intended use, in accordance with the operating instructions.
- The device has failed due to faulty parts within a specified time frame from date of purchase.

The Warranty may not apply and your device may not be repairable if:

- There is Liquid Damage.
- There is normal Wear and Tear of the device.
- The damage has been caused by an accident including (but not limited to): Impact Damage, Power Surge, misuse or neglect.
- There is evidence of repair or tampering by an un-authorized person.
- The fault is caused by non-original accessories involving electrical contact.
- The fault is caused by Corrupted Software (due to full memory, installation of third party software/applications or otherwise)
- The device has been damaged during rough handling, exposure to harsh environments (including extreme temperatures, leaving in direct sunlight, excessive dust or signs of physical damage)
- There is visible corrosion evident.
- The fault occurs outside the warranty period.

What is Liquid Damage?

Liquid Damage refers to any signs of corrosion that may be present in the device on a printed circuit board, component or user interface. In some cases, the liquid damage may not be visible to the naked eye but can be detected with the use of a professional microscope.

Liquid damage causes “latent damage” to the circuitry. This means that although the device may appear to be operational, there is internal degradation to the circuitry which may result in a failure.

Possible causes of liquid damage may include:

- Exposure to steam
- Excessive humidity
- Rain
- Immersion in liquid
- Excessive perspiration
- Condensation (when moving from a cool or air conditioned environment into a warmer, humid environment)

Security/Unlock Codes

If you have set personal/lock codes on your device, please provide this to the sales person who is booking your device in for repair. This will help minimize repair turnaround time.

Repeat Repairs

If your hardware has been in for repairs before, please let the sales person know this at the time of booking it in again.

Repaired Device Pick Ups

All products not picked up within three (3) months of being advised, will become the property of the repairer. This could be disposed of, used for spare parts or sold to recover repair costs.