



## Returns Form

Many thanks for your purchase from Smashteckphones.ie. As a small business, we are grateful for your custom and want you to be happy with our service.

**Returns:** Should, for any reason, you feel disappointed with your purchase or find a fault with your device, then please contact us immediately so that we can get the problem sorted.

**\*\*Please understand that, during busier times, it may take a couple of days for our technicians to check over your returned device and/or process a return\*\***

**Returns slip:** If you wish to return an item, please complete the slip below and include it with your parcel. Please ensure all phones are **cleared of passcodes and icloud/itunes sign in information.**



**Return address:**

Smashteckphones.ie, Enniscrone Business Park, Pier Road, Enniscrone, Co.Sligo

Full Name						
Contact Telephone Number						
Email Address						
Order Number						
Reason for Return (Please circle and provide any relevant details in additional comments)	Changed Mind	Cosmetic Condition	Incorrect Item	Damaged	Faulty	Other
Additional Comments						

## Terms & Conditions

- All customers who are availing of the 'No Quibble' returns policy (within the first 14 days after the sale) or availing of a warranty repair need to contact us first at [info@Smashteckphones.ie](mailto:info@Smashteckphones.ie) or call on **096 54111 / 087 6145991**.

- Your warranty entitles you to repairs of any faults that may occur with your device for the warranty period. Where a repair is not possible, Smashteckphones.ie will send out a replacement device.

- For No Quibble returns, a refund (for device only, not postage costs) will be issued only after we have received the device back, unused and in the same condition as it was dispatched. The device must be tested by our technician before any refunds can be made. Testing/processing may take a couple of days, depending on our workload.

- For all returns, please understand that we deal with customers in rotation and you will be looked after as soon as we can.

- Your device must be returned to us in the same, unused condition as it was originally dispatched in. Otherwise a restocking fee of €20 may apply.

- In the event of a fault with your device, please ensure to follow the trouble shooting guide prior to returning a device....A lot of the issues we encountered can easily be rectified by some simple steps.

- You must contact us prior to sending any device back. Original packaging and/or accessories must be included. Once we receive the item and test it, a refund is then issued less delivery charge.

- If your device is damaged upon delivery, you must notify us **immediately**. Smashteckphones.ie will not refund goods that have been damaged through misuse or accidental damage.

- In the event of missing accessories or packaging on a device returned to us, a surcharge to cover the costs of replacement will be deducted from any refunds: Original phone box and insert @ €10.00, Original Apple cable @ €10.00, Original Apple Plug @ €10.00

- Faults found in a device's software that shows the phone was jailbroken or attempts to manipulate the base operating system will result in your warranty being voided. The customer will be notified immediately.

**- All device must be backed up and completely erased prior to returning to us. This includes removing iCloud accounts, passwords and personal information.**

- When returning the goods, we advise you to insure against loss or damage in transit. Smashteckphones will not be refunding or exchanging any goods that have been damaged or lost in the post. The cost for the service to return an item via registered post is minimal compared to the cost of a lost or stolen smartphone. We cannot stress enough how important it is to register and insure valuable items in the post.

- If a device is returned to Smashteckphones.ie where no warranty repair is valid (physical damage caused to the device) or where, after testing by technicians, no faults are found, we will contact you to either offer a repair price or arrange for the item to be delivered back.

- Please bear in mind we offer a buy back option on all used devices.....give us a shout, see what we can offer you for your gadget.

- Your Smashteckphones.ie warranty does not cover faults caused by misuse or physical damage. Physical damage includes dents, gouges and chips to the body or cracks and chips to the screen or surrounds. Please also note that devices that are bent out of shape are deemed as physical damage and are not covered by warranty.

**- IMPORTANT UPDATE:** Due to an increase in defective Apple software updates, Smashteckphones.ie no longer extends warranty to the biometric finger print scanner function of iPhone 5s, iPhone 6, iPhone 6s (or any other iDevice with this feature).

Issues that are contributing to biometric software failure are 1) Dirt/grime getting in around home button 2) Damage from rough usage 3) defective Apple updates.

Each home button is uniquely coded to the main board of the phone and once failed; the finger scanner function is unrepairable. (In all cases, the home button still functions perfectly, just loses the finger print scanning feature.....its an iOS software problem, not hardware)

All devices are rigorously tested before dispatch and we urge you to also check your new Smashteckphones device as soon as you receive it.

Your Smashteckphones.ie warranty WILL cover a mechanical failure to a home button but not the software.