

# MAC OPS REPAIR DISCLAIMER

Smartphones, Tablets, Macbooks, IMAC's, Drones, External Hard Drives

## **Warranty and Returns**

Mac Ops typically offer a 90 day Mac Ops service warranty on the completed repairs for Smartphones, Tablets, Macbooks, iMacs where we have provided genuine screens, batteries, components repairs. Where not stated and or advised we will provide 30 day warranty periods.

For DJI Drone repairs we typically facilitate back to back service work through DJI Ferntech, NZ DJI Authorised Distributor.

No warranty is able to be offered on software related service work whether it be through Mac Ops and or our service partners.

For repair work returned within the available warranty period, we will use discretion to establish whether the parts used or the work down by us and or our service partners was at fault, or if the item has developed a fault through normal wear and tear in the time since the repair work was preformed. A warranty claim requires a receipt for proof that your device has been serviced with us.

## **Disclaimer**

By signing this disclaimer, you "the customer" and owner of the device/s to be repaired by Mac Ops and our service partners, acknowledge that we will undertake the necessary repairs to your device. You acknowledge that high quality parts are being utilised in the repair. You acknowledge that additional damage other then the obvious damage may have been caused to the device, will not hold Mac Ops or its service partners liable for unintentional damage that maybe caused as a result of any requested repair or other damage that may not be obvious at the time of repair but becomes obvious at a later date that is not the consequence of the original repair.

## **MANUFACTURER WARRANTIES - PLEASE NOTE**

You accept that any repair may invalidate the original manufacturers warranty and as such will not hold Mac Ops or it service agents liable should this be the case.

## **Customer Data**

While Data loss is unlikely, it is the responsibility of the customer to ensure their backups are up to date. Mac Ops and our service partners will attempt where possible to do data back ups where possible but are not responsible for customers data and backups.

For certain iPhone and Computer repairs we will need customer iCloud username and passwords to complete the repair effectively for customers.

## **Assessment Fee and Pick ups**

If your device needs to be taken in by the workshop for assessment there are assessment fees payable. Mac Ops Assessment fees are \$40 Phone and other electrical devices, \$70 Computers, \$80 Drones. These assessment fees may be discounted against the total repair cost of your device with Mac Ops.

If you do not collect (or arrange for delivery, where applicable) your repaired device within 60 days of us notifying you that it is ready for collection, we may sell your device to recover our costs