

Mail-In Repair Terms & Conditions / Disclaimer

By submitting a device for mail-in repair to KianFixesPhones (“Company,” “we,” “us,” or “our”), you (“Customer”) agree to the following terms and conditions:

1. Shipping & Risk of Loss

Customer assumes all responsibility for shipping the device to and from our facility. We are not liable for any loss, theft, delay, or damage that occurs during transit. Customers are strongly advised to use a trackable shipping method and purchase adequate shipping insurance. Risk of loss remains with the Customer until the device is received and inspected by us.

2. Device Condition & Data Responsibility

Customer is solely responsible for backing up all data prior to shipment. We are not responsible for any loss, corruption, or compromise of data under any circumstances. Customer represents that the device is owned by them or that they are authorized to obtain repair services.

3. Non-Serviceable Devices (Water/Liquid Damage)

We do not service devices that have sustained water or liquid damage under this mail-in program. If such damage is identified upon inspection, the device may be returned unrepaired at Customer’s expense, or additional service options may be declined at our sole discretion.

4. Repair Risks & Limitation of Liability

Customer acknowledges that electronic device repair involves inherent risks. While we exercise reasonable care and industry-standard practices, we are not liable for:

- Pre-existing conditions or undisclosed damage
- Failure of unrelated components during or after repair
- Additional damage that may occur due to the device’s condition, prior repairs, or manufacturer design

All repairs are performed at Customer’s risk.

5. Estimates & Authorization

Any initial quote provided is an estimate. If additional issues are discovered, we will attempt to contact the Customer for approval before proceeding. If no response is received, we reserve the right to halt or cancel the repair.

6. Payment Terms

Full payment is due upon completion of the repair and prior to return shipment. Devices will not be shipped back until payment is received in full.

7. Abandoned Property

If Customer fails to respond or submit payment within **14 days** of notification that the repair is complete, the device will be considered abandoned. We reserve the right, to the fullest extent

permitted by law, to retain, resell, recycle, or otherwise dispose of the device to recover costs associated with parts, labor, and storage.

8. Return Shipping

Once payment is received, we will return the device using the selected shipping method. We are not responsible for any issues that occur after the device has been transferred to the shipping carrier.

9. Warranty Disclaimer

Unless explicitly stated otherwise in writing, all repairs are provided “as is” without warranties of any kind, either express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose.

10. Limitation of Liability

To the maximum extent permitted by law, our total liability for any claim arising out of or related to our services shall not exceed the amount paid by the Customer for the specific repair service.

11. Agreement to Terms

By sending your device to us, you acknowledge that you have read, understood, and agreed to these terms and conditions.