

Terms & Conditions for Repair Services

By booking your laptop, computer, or device for repair with Chandler Computers, you agree to the following terms and conditions. Please read them carefully to ensure you understand your responsibilities and our policies.

1. Data Responsibility

- **Data Loss:** We are not responsible for any data loss that may occur during the repair process. While we take precautions to protect your data, unforeseen issues such as hardware failure or software corruption can occur.
- **Customer Responsibility:** It is the customer's sole responsibility to back up all important files, documents, photos, and other data before submitting the device for repair. Chandler Computers strongly recommends using external storage or cloud services for backups.
- **Data Recovery Services:** If data recovery is required, it may incur additional costs and is not guaranteed. Please inform us in advance if data recovery is needed.

2. Repair Time & Estimates

- **Estimated Timeframes:** The repair times provided are estimates based on initial diagnostics and typical repair scenarios. These estimates may change due to factors such as part availability, shipping delays, or the complexity of the issue.
- **Additional Repairs:** If further issues are discovered during the repair process that were not included in the initial estimate, we will contact you for approval before proceeding. Additional repairs may increase the total cost and repair time.
- **Communication:** We will keep you informed of any significant delays or changes to the repair timeline.

3. Warranty on Repairs

- **Coverage:** We offer a 30-day warranty on all hardware repairs and replacements performed by Chandler Computers. This warranty covers defects in workmanship or parts used during the repair.
- **Exclusions:** The warranty does not cover:
 - Software-related issues (e.g., operating system errors, viruses, or software conflicts).

- Accidental damage, liquid damage, or misuse of the device after the repair.
- Issues caused by third-party parts or software.
- **Warranty Claims:** If a repaired part fails within the warranty period, please contact us immediately. We will inspect the device and, if the issue falls under the warranty terms, repair or replace the part at no additional cost.

4. Non-Fixed Devices

- **Diagnostic Fee:** If we are unable to repair your device, a diagnostic fee may still apply. This fee covers the time and labour spent assessing the issue.
- **Unrepairable Devices:** In some cases, a device may not be repairable due to:
 - Severe physical or liquid damage.
 - Unavailability of replacement parts.
 - Economic unfeasibility (e.g., repair costs exceed the value of the device). If your device is deemed unrepairable, we will return it to you as-is and provide a detailed explanation of the issue.

5. Uncollected Devices

- **Collection Period:** Devices must be collected within 14 days of notification that the repair is complete.
- **Storage Fees:** After 14 days, we reserve the right to charge a daily storage fee until the device is collected.
- **Disposal:** If a device remains uncollected for more than 30 days, we may dispose of it at our discretion. Chandler Computers is not responsible for any loss of data or property resulting from disposal.

6. Third-Party Parts & Software

- **Customer Requests:** If you request the use of third-party parts or software, we will accommodate your request to the best of our ability. However, we cannot guarantee the performance, compatibility, or reliability of these components.
- **Liability:** Chandler Computers is not responsible for any issues arising from the use of third-party parts or software, including but not limited to:
 - Malfunctions, incompatibility, or reduced performance.
 - Voiding of manufacturer warranties.

- Damage caused by third-party components.

7. Liquid & Physical Damage

- **Risk of Further Damage:** Devices with liquid damage or extensive physical damage are inherently fragile and may deteriorate further during the repair process.
- **Liability:** Chandler Computers is not liable for any additional damage that occurs as a result of attempting to repair such devices. We will inform you of the risks before proceeding with the repair.

8. Warranty Void on Previous Repairs

- **Previous Repairs:** If your device has been previously repaired or modified by another technician or company, we are not responsible for any existing issues or new issues that arise as a result of those prior repairs.
- **Inspection:** We will inspect the device and inform you of any concerns related to previous repairs before proceeding.

9. Passwords & Access

- **Security Features:** To properly diagnose and repair your device, you must provide all necessary passwords or temporarily disable security features such as BIOS passwords, encryption, or login credentials.
- **Data Privacy:** We respect your privacy and will only access data necessary for the repair process.

10. Liability Limitations

- **Pre-Existing Issues:** Chandler Computers is not responsible for any pre-existing issues with your device, including but not limited to:
 - Hardware defects.
 - Software errors.
 - Cosmetic damage (e.g., scratches, dents, or wear and tear).
- **Accessories:** We are not responsible for the loss of accessories such as chargers, cases, or cables unless they are specifically documented at check-in.

- **General Liability:** While we take utmost care in handling your device, Chandler Computers is not liable for any indirect, incidental, or consequential damages arising from the repair process.

Acknowledgment

By proceeding with the repair, you acknowledge that you have read, understood, and agreed to these terms and conditions. If you have any questions or concerns, please contact us before submitting your device.