



## **ROTTEN APPLES TERMS OF SERVICE**

+Upon receiving your device, a thorough inspection and a series of tests will be done before any work commences. We will look at and test battery function, ports, camera, controls, etc. We will look at and record any evidence of corrosion associated with liquid damage, and also and check to see if the LSIs (Liquid Spill Indicators) have been tripped. We cannot be held responsible for issues or damages that were pre-existing, either known or unknown to you at the time we receive the device. If we find an issue that we feel may impact or disable the functionality of your device, we will make you aware.

+While we strive to properly diagnose each device correctly, sometimes unforeseen issues arise. If your device needs additional parts or service that exceed the original quote, you will be notified and will need to authorize any further repair(s) and cost(s) that may be needed. You will not be billed for any parts or service that you have not approved. All parts and services (other than liquid damaged devices) have a 1 year parts & labor warranty associated with them. We will not, however, honor the warranty if the device has been obviously mishandled, abused or accidentally damaged/dropped. Your warranty does not cover any future instances of cracked/broken glass (iOS), under any circumstance.

+If we receive your device and it has evidence of liquid damage internally (corrosion, burn marks, etc.), Rotten Apples cannot and will not be held liable for any future issues that your device may have, independent of the repair requested. Liquid damage is known to cause damage, slowly, over time. It may work fine upon leaving the shop, but that does not always mean it will work the same, or at all, in 2 weeks or 2 months. For this reason, we cannot be responsible for any failures that your liquid damaged device may have in the future.

+Rotten Apples is not responsible for loss of data before, during, or after services are rendered. Data includes any music, pictures, videos, documents, calendars, contacts, applications, or any other information that may be stored on your device. We strongly recommend backing up your data on any devices you are seeking repair for. In rare instances, Rotten Apples may need to reformat your device to send it back to you in optimal, working condition.

+Rotten Apples will never disclose any personal information that we have obtained from you in order to do business. This includes email addresses, phone numbers, IP addresses, mailing addresses, account and financial information. Occasionally we will use customer feedback via Live Chat and/or email correspondence as customer testimonials that may appear on our website. We will never disclose your full name, or any other personal information that may reveal your identity, or as a means to contact you.

+Rotten Apples pays for STANDARD return shipping for your device once services are rendered. We will not pay for Expedited, Next Day or Priority Shipping. If this service is required, please let us know that you require it on the form and you will be charged for the additional cost via your PayPal invoice.

+Returned Merchandise Authorizations (RMAs) may be made in the event that the replacement part(s) we have serviced on your device have failed or cease to work properly, within the 1 year warranty period. RMA requests may be made by emailing us at the following address: support@rottenapplesrepair.com, or by calling us at 843.885.5717. Please put "RMA" in the subject line of your email. Standard, First Class return shipping will be covered in the event of a RMA request, however, we will not pay for expedited or upgraded shipping costs.

+If you request service/repair/diagnostic inquiry from Rotten Apples and decline the repair once it has been sent to our facility, you will be charged a \$25.00 diagnostics fee (iOS devices) or a \$50.00 diagnostics fee (notebooks/desktops) for our labor diagnostics. This fee will not apply however, if you opt for the repair. Alternatively, you may choose to surrender your device to us and we will waive the fee altogether. Surrendered devices are sent to be recycled and/or disposed of in an environmentally friendly way.

+Once your repaired device is returned to you, please inspect it thoroughly and test all of the functions. If there is an issue, please report it to us immediately by calling or emailing us at support@rottenapplesrepair.com. If your device arrives to you damaged, please contact us and we will advise you on how to file a claim with the post office. Arrival damage MUST be reported within 24 hours of receiving your shipment. We will not accept claims for any return shipping damage after that time.

+Payment in FULL is due immediately upon receipt of your invoice. If your device is not paid for after a time period of 90 days past the date of invoice, your device will be considered as abandoned and will then become the property of Rotten Apples.

**THANK YOU FOR CHOOSING  
ROTTEN APPLES**