

Returns, Refunds & Warranty Policy

Arora Phone Xperts Ltd
71A Southgate, Sleaford, NG34 7TA
Trading as Arora Phone Xperts

1. 30-Day Returns Policy - Products & Accessories

Customers may request a return within **30 days of purchase or delivery**, subject to the conditions below.

Returned products must be sent back to us and inspected before any refund is approved.

To qualify for a refund, the product should be returned in its original condition with all supplied accessories, packaging and components where applicable.

Products showing damage, misuse, unauthorised modification or other signs that make them ineligible for return may be refused or have an appropriate deduction applied where permitted by law.

Once the returned product has arrived and has been inspected, we will notify the customer regarding the outcome of the return.

Approved refunds will be made to the original payment method.

Nothing in this policy affects your statutory rights.

2. Repair Services - 90-Day Warranty

Repairs carried out by Arora Phone Xperts include a **90-day warranty** covering the specific part fitted and/or repair work performed.

If the same fault relating to our repair occurs during the warranty period, we will inspect the device and, where the repair is covered, repair or replace the affected part without an additional repair charge.

The repair warranty does not cover:

- Accidental or physical damage after the repair
- Cracked or broken screens caused by impact or pressure
- Liquid or water damage occurring after repair
- Damage caused by misuse or improper handling
- Damage caused by another repair shop or third party opening or modifying the device
- Faults unrelated to the original repair
- Software problems unrelated to our repair

Where a repair cannot reasonably be corrected under the warranty, an appropriate alternative remedy may be provided in accordance with applicable UK consumer law.

3. Devices Purchased From Us - 180-Day Warranty

Eligible pre-owned or refurbished phones, tablets, game consoles and other devices sold by Arora Phone Xperts include a **180-day warranty**, unless a different warranty period is clearly stated at the time of sale.

If a device develops a covered fault during the warranty period, it must first be returned to us for inspection and diagnosis.

Where applicable, we will normally attempt to **repair the device first**. Depending on the circumstances and the customer's statutory rights, another appropriate remedy may be provided if the issue cannot be resolved.

The warranty does not cover accidental damage, cracked screens, liquid damage, misuse, unauthorised repairs or modifications, or damage occurring after purchase that is not the result of an existing fault.

This warranty is provided in addition to, and does not replace, the customer's statutory rights.

4. Data & Device Repairs

Customers are responsible for backing up important data before submitting a phone, tablet, computer, console or other device for repair.

Although we take reasonable care when handling devices, repair procedures may sometimes require software restoration, resetting or replacement of components.

Customers should remove SIM cards, memory cards and unnecessary accessories before leaving a device with us unless they are required for diagnosis.

5. Diagnostic & Motherboard Repairs

Complex motherboard, liquid-damage, data-recovery and diagnostic work may involve significant investigation before the exact fault can be identified.

Where a diagnostic or inspection charge applies, this will be communicated to the customer before the relevant charge is incurred.

Successful recovery of data cannot be guaranteed.

6. Online Orders

For orders placed through our website, customers may have additional cancellation and return rights under UK consumer law.

Where a statutory cancellation right applies, customers should contact us within the applicable cancellation period and follow our return instructions.

Certain products or services may be exempt from cancellation rights where permitted by law.

7. Return Shipping

Customers should contact us before returning an online order so that we can provide the appropriate return instructions.

Responsibility for return costs will depend on the reason for the return and the customer's applicable statutory rights. Where an item is faulty, incorrect or not as described, we will deal with the return in accordance with applicable consumer law.

8. Proof of Purchase

We may request an order number, receipt or other reasonable proof of purchase when processing a return, warranty claim or repair warranty request.

9. Statutory Rights

Nothing contained in this Returns, Refunds & Warranty Policy is intended to exclude, restrict or override any rights customers have under applicable UK consumer law.

Arora Phone Xperts - We fix it - You love it.