

REPAIRING YOUR PHONE - TERMS & CONDITIONS

Whether you are an EE customer or not and your device develops a fault, we would like to help you get it repaired.

Please remember, if you did not buy your device direct from us, we will not be responsible to you if your device is not of satisfactory quality or as described to you when originally purchased. In these circumstances, you will need to contact the merchant that supplied your device for assistance. However, we can still help you obtain a repair using your manufacturer's warranty.

If you bought your device direct from us we will ensure that any fault found is addressed by us in accordance with statutory guidelines taking into account, all relevant factors including the nature of the fault and passage of time since the date of sale.

Repairs

- We offer a repair service for mobile phones, selected Tablets, Mobile WiFi or 4G router (the "Device"). Whether or not you have to pay for the repair will depend on the fault and age of your Device.

You can book your repair online at ee.co.uk. Alternatively, you can book an EE assisted repair in an EE store or through our Customer Service team. Just call 150 or 07953 966 250.

- To repair your Device, our experts may need to update your Device's software. If your device has been network unlocked, during the repair there will be a software update applied, This will result in your device being locked back to the original network settings
- **If your device has been network unlocked, during the repair there will be a software update applied. This will result in your device being locked back to the original network settings**
- It is also your responsibility to back up your:
 - address book;
 - applications;
 - texts, emails, picture messages or photos, music and any other content you may have downloaded to your phone.

We can provide support and help you do this, but we will not be responsible for any information that you lose as part of that back up process. Remember, applications or content that you bought before agreeing to a software update or repair may not be compatible with new software installed.

- Before we process your repair request, you must remove your SIM and memory card from the Device. If you don't, our engineers will not return these to you when we send your Device back from the repair centre. You must also disable any security software (such as 'Find My iPhone' and any other fingerprint or facial recognition security features) that would prevent our team of engineers from inspecting your Device. If you don't do this, we'll be unable to undertake our assessments and we'll return your Device without being repaired.
- Our experts will decide what repairs are needed and whether they're covered by your manufacturer's warranty (the "Warranty").
- Depending on the nature of the fault it may be necessary to remove any screen protector placed onto your Device, if this is the case EE will not repair or replace any screen protector removed as part of the repair process.

- For any **Samsung devices** the repair centre must obtain your permission to open the device for repair. Any damage that may already appear on the device could sustain further damage when the device is opened.
- If your repairs are covered by the Warranty, they will be carried out and the Device returned at no cost to you. Sometimes it may not be possible to repair your Device; in these circumstances we will send you a Device of similar specification and quality from our stock of refurbished equipment. If we do provide you with a replacement, we will not also return your faulty Device.

EE Lifetime Guarantee

This warranty is only available to new and upgrading customers taking a Handset or Tablet on an Essentials or Smart Plans, purchased directly from EE from 1st May 2019 (Excluding SIM, 4GEE Home, Wearables, Mobile Broadband/Mobile Wi-Fi). You must remain on an eligible Pay Monthly Plan. Your account must be up to date. Your EE Lifetime Guarantee only covers the original device supplied to you by EE. If your device suffers from electrical or mechanical breakdown through normal use during the warranty period, we will repair it for free. For full details and exclusions see ee.co.uk/servicepack

STANDARD REPAIR/ PICK UP DROP OFF REPAIR ("PUDO")

It will typically take 10 calendar days from the date your Device is booked in, to complete the repairs and return it to you. This may vary.

A Warranty may not cover the repairs for your Device if (i) they are necessary as a result of damage you wilfully or negligently cause, **(ii) the Warranty has expired; or (iii) the Device has been subject to unauthorised repairs.** We'll contact you if some or all of the repairs necessary are outside of Warranty.

Your quotation is also available on the repair tracker at <https://devicerepair.ee.co.uk/tracking>. We won't start repairing your device until you've confirmed that you're happy with the quotation provided and we've received payment for any out of Warranty repair work. You can pay for any out of Warranty repair work using a debit or credit card. Please pay online (repairs.ee.co.uk) or over the phone.

We will always try to contact you three times within three business days of preparing your quotation. If we do not receive confirmation within this time that you're happy to proceed with any out of Warranty repair, we'll return your Device unrepaid. You may have insurance that covers the cost of any out of Warranty repair, please check your policy for details.

Once you've paid, it will typically take 5 calendar days to complete the repairs and return your Device. This may vary.

IN STORE REPAIR (available at selected stores only)

Our aim is to repair and return your Device the same day / next day to the store you dropped it off at (time of return cannot be guaranteed). It may take longer depending on the complexity of repair we're undertaking. Devices brought into store after 3 pm will not be examined for repair until the following working day. We'll let you know when your Device is ready to be collected from our store.

If you are collecting your Device from an EE store, you'll have 28 calendar days from the date we tell you to pick it up. We will send you an SMS to remind you. If you do not collect by day 30 you may not be able to get it back.

A Warranty may not cover the repairs for your Device if (i) they are necessary as a result of damage you wilfully or negligently cause, **(ii) the Warranty has expired; or (iii) the Device has been subject to unauthorised repairs.** During your repair booking there may be a requirement to take an Up-Front Payment to cover the cost of the repair.

If an Upfront payment was not required at time of booking, there may be a call to you to explain of any damage not identified at booking. We will need to get verbal approval from you that you are happy to accept the quotation, so the repair can continue. Payment for this repair would be taken upon collection of the device. The upfront payment will appear on your paperwork. If you fail to make payment of the repair when you collect your device, we will apply the charge to your airtime bill.

We will always try to contact you three times within three business days of preparing your quotation. If we do not receive confirmation within this time that you're happy to proceed with any out of Warranty repair, your device will be returned unrepaired. You may have insurance that covers the cost of any out of Warranty repair, please check your policy for details.

Loan Devices

- If we need to send your Device away for repair, we can offer you a loan device and compatible charger to use whilst your Device is at our repair centre. This service is only available if we have stock of our loan devices and if you book in and collect your faulty Device from an EE store. You can use the loan device until your Device is ready for collection.
- Loan devices are provided to you on a free hire basis. As the loan device remains our property, you must take proper care at all times to prevent the loss or theft of the loan device provided. If the loan device is stolen, you must report the theft to the police and obtain a crime reference number. You must also ensure that you do not tamper, disassemble, misuse, neglect or damage it. You must not sell, hire or allow any other person (whether free or for a fee) to use the loan device we provide, nor shall you use it as security for a loan or to off-set any debts you may have incurred.
- **Depending on the type of device you choose, we may ask you to pay a security deposit. If your loan device is lost, stolen or damaged beyond normal wear and tear, we will retain your security deposit.** The security deposit will appear on your paperwork. The deposit for Apple loan devices is £150 for the device you hire and the type of misuse or damage. Please find below a table summarising our charges. A full list is available upon request. If you have returned the loan device but have lost/damaged the charger, this price will be deducted from your deposit paid and the balance will be returned to you (see table below).

If you select a loan that does not require a security deposit, you will never be charge for any damage/loss to either loan devices or accessories.

Event	Apple Deposit
Lost or stolen loan phone	£150
Faulty beyond economical repair (phone has sustained one or more serious faults that will cost more to repair than to replace the device).	£150
Damaged: screen cracked/smashed, pixel damage, charger port damage	£150
Damaged: charger	£10

Please remember this is not an exhaustive list and any insurance you have will not cover these charges.

- If your Device is being returned to an EE store and you do not collect it as set out above, we will retain your security deposit.

Important information

- **You can track your repair online at <https://repairs.ee.co.uk/>** However, if there is a conflict between the information on the website and what we tell you when we contact you, the information provided when we contact you will be correct.
- We can also send you updates by SMS or email; just let us know your preferred method of communication. We'll store and use your personal information in accordance with our privacy policy, details of which can be found at ee.co.uk/privacy-policy.
- Remember that this legal stuff doesn't affect your general terms and conditions of service (the "Network Terms"). So you still have to pay your bills whilst your phone is being repaired whether you have the use of a loan phone or not. If you're a pay as you go customer, you'll have to pay for top up credit during the time that you have the loan phone.
- If you choose a loan phone that is internet enabled, and your price plan does not include internet on your phone services, you'll need to buy a data add-on. Remember, by using or downloading apps or games you'll be going online.

If your Device is beyond economical repair, we'll let you know. We can explain the options available to you so that you can get up and running again as soon as possible.

To determine if your Device is inherently faulty, damaged beyond economical repair or outside of Warranty, we'll use our independent repair centre to assess your Device. We shall use the diagnosis and findings of that third-party expert to determine whether you're entitled to a free or charge repair. This reasonably informed decision shall be final.

- Remember your statutory rights are not affected by using this assisted Warranty repair service.
- EE won't help you cover the cost of any repairs to your Device that are carried out by a third party.
- By sending your phone to our repair centre, you'll be agreeing to these terms.
- If you need to speak to anyone about the repair of your device whilst it's with our repair centre, please call us on 01233 277053 for a standard repair booking. If your repair was booked through our in-store repair journey, please contact the store directly. Calls are chargeable, check the cost of calling with your service provider.