

iRepair Stop Ltd Service T&C's

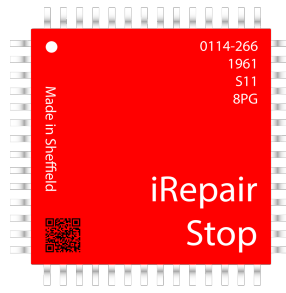
These Terms & Conditions (T&Cs) govern the service of your device/s by iRepair Stop Limited (“iRepair Stop”). iRepair Stop may restrict service to one (1) device per customer during your visit to the iRepair Stop Store. When your product is repaired pursuant to iRepair Stop’s warranty, extended service contract or any consumer law, these terms will apply, to the extent that they do not reduce your rights under iRepair Stop's warranty, extended service contract or applicable law.

1. iRepair Stop will service or repair your device as described and for the charges shown on the Work Authorisation plus any applicable tax. iRepair Stop may restrict service to one (1) product per customer during your visit to the ‘iRepair Stop Store. When the service is covered by iRepair Stop’s warranty, extended service contract or consumer warranty law, those terms or applicable law will apply.

iRepair Stop understands that your data may be valuable to you. Data loss during service is always a possibility, and in some cases, data may be unrecoverable, erased, or reformatted during service. For this reason, it is your sole responsibility to back up all existing data, software, and/or programs from your device/s, and to decide whether to erase any such data from your product, prior to receiving service. iRepair Stop is not responsible for loss, recovery, or compromise of data, software or programs, or loss of use of your device/s or other equipment arising out of the services provided by iRepair Stop. You represent that your product does not contain any illegal files or data.

You acknowledge that your device may be sent out by common carrier to be serviced by an external service provider. For this reason, it's recommended that you back up your device and wipe it, prior to submission for service.

2. iRepair Stop will seek your authorisation for any additional costs for completing service even if the device is covered by Warranty. If you decline authorisation, iRepair Stop may return your product unrepaired in the damaged condition without any responsibility.



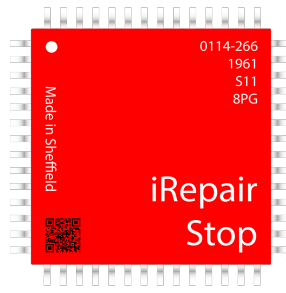
3. As part of service, iRepair Stop may install system software updates that will prevent your device/s from reverting to an earlier version of the system software. Third party applications installed on your device/s may not be compatible or work with your device/s as a result of the system software update.

4. If service requires labour and/or parts not previously specified, iRepair Stop may seek your approval of a revised estimate. If you do not agree that iRepair Stop may revise the charges, iRepair Stop may return your device/s and hold you responsible for any indicated diagnostic fee.

5. iRepair Stop may use parts or products that are new or equivalent to new in reliability and performance. iRepair Stop will retain the replaced part or product that is exchanged as its property, and the replacement part will become your property. iRepair Stop may repair, exchange or sell the replaced part if it chooses to do so.

6. iRepair Stop warrants (1) that the service will be performed with all reasonable skill and care and (2) that, for a period of twelve (12) months from the date of service, all parts used to service your product will be free from defects in materials and workmanship, unless otherwise specified by iRepair Stop. iRepair Stop further warrants, to the extent permitted by law, that batteries installed as part of iRepair Stop's battery replacement service for iRepair Stop portable Mac computers will be free from defects in materials and workmanship for twelve (12) months from the date of service. In the event of breach of the warranty in this section 5, iRepair Stop will either (i) re-perform the service, (ii) repair or replace the part, or (iii) refund the cost of the service provided. In order to claim under the warranty, you must return your device to the store where you left your device for service.

7. If iRepair Stop is in breach of these T&Cs, it will only be responsible to you for any loss or damage that you suffer to the extent that such loss or damage was a foreseeable consequence to both you and iRepair Stop at the time you agreed to these T&Cs. Further, iRepair Stop and its affiliates, will not be liable to you for any loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, or corruption of data; or any costs of recovering, programming, or restoring any program or data stored or used with your product and any failure to maintain the confidentiality of data stored on your product. The foregoing limitations shall not apply to iRepair Stop's



liability for: (a) death or personal injury, (b) fraud or fraudulent misrepresentation, or (b) any liability which by law cannot be excluded or limited. iRepair Stop specifically does not warrant that it will be able to (i) repair or replace your device/s without risk to or loss of programs or data, and (ii) maintain the confidentiality of data. Nothing in these T&Cs will reduce your statutory rights relating to faulty or misdescribed goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens' Advice Bureau.

8. You must claim your device and pay all charges due within thirty (30) days after being notified by iRepair Stop that your product has been serviced or repaired. If you do not, iRepair Stop may notify you that it considers your product abandoned and that, if you do not collect it and pay any outstanding charges within a further three (3) months, iRepair Stop will dispose of it in accordance with applicable law.

9. If service involves transferring information or installing software, you represent that you have the legal right to copy the information and agree to the terms of the software license, and you authorize iRepair Stop to transfer the information and accept such terms on your behalf in performing the service.

10. If you are not satisfied with our final response to your service request and you would like to use alternative dispute resolution, please contact the Retail Ombudsman (www.theretailombudsman.org.uk) to review your claim. iRepair Stop is not required and does not intend to engage in alternative dispute resolution.

11. These T&Cs are governed by English law.

12. These T&Cs are the only ones that govern iRepair Stop's service of your product.

13. You agree and understand that it is necessary for iRepair Stop to collect, process and use your personal information in order to perform service under these T&Cs. iRepair Stop will protect your information in accordance with iRepair Stop Customer Privacy Policy. A copy of this can be seen on the website www.irepairstop.co.uk