



**Warranty Information**  
**(v4) Released: 02/08/2023**

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**Please make contact as soon as possible in the event of any issues arising.**  
**The claim date will be the date of first correspondence where EPR UK are notified of any defect.**

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**Section 1 - Repairs**

All repairs carried out by EPR UK are inclusive of 12 months warranty - including labour.  
Batteries and charging ports are consumable items - it is advised to charge wirelessly (if this feature is present on your device) to avoid wear on the charging port and to extend the life of your battery.

**Section 2 - Warranty**

Handsets sold by EPR UK are inclusive of 3-36 months warranty - including labour.

If the device suffers a manufacturing defect, rest assured it will be taken care of - free from any charge.  
User-error / water and dust damage / third party repairs are not covered and may void your warranty.

This includes all components of your device, with the exception of consumable components that have failed due to normal wear and tear and/or general usage.

We can not carry out any warranty work if the device is damaged. This would need to be addressed prior to any warranty claim. We can offer repairs alongside warranty claims (where applicable).

**Section 3 - Maintaining Your Device**

Microphone and speaker issues are commonly caused by an external blockage - gently clean and remove any debris but **do not** insert any foreign object into **any** orifice of your device as this will void your warranty.  
If problems persist, please contact EPR UK for advice.

*[continued]*

#### **Section 4 - Out-of-Warranty Charges**

Any claim where the device is found to be functioning correctly, but requires the removal of any blockage will incur a £30.00 Diagnostic and Cleaning Charge, payable prior to return.

It is the user's responsibility to ensure the cleanliness of the device and that no debris enters into the charging port, earpiece mesh, rear microphone mesh, and the bores located at the bottom of the device - all of which are cleaned and cleared prior to sale.

*Handsets are sold on the assumption of liquid and dust resistance, as per Manufacturer's Specifications, however no guarantees are provided by EPR UK for ingress of any liquid and or debris.*

#### **Section 5 - Logic Board and Internal Faults**

All board faults are sent off for analysis to determine the cause. It's essential a genuine charging lead is used at all times and maximum effort is asserted into preventing the device from any fall-damage.

EPR UK will not cover any damage caused by dropping, bending, or power surging.

#### **Section 6 - Batteries**

Batteries are consumable items and do have a general life expectancy of 2-5 years depending on usage - all handsets are sold with a minimum of 80% battery capacity and will only be subject to a claim if the battery is defective within the first 3 Months for used devices / 12 months for new (sealed) devices. After this period, a replacement battery will be charged at the normal rate.

#### **Section 7 - Touch/Face ID**

EPR UK will not cover any ID failures caused by drop or liquid damage. The modules used for ID Functionality are very fragile and prone to failure when dropped or submerged.

#### **Section 8 - Making a Claim**

Please provide the Invoice ID found on your invoice and a description of the problem(s) you are having. If the problem(s) cannot be virtually rectified, you'll be booked in for a diagnosis.

**Typically this service has a 1-day turnaround but can vary (especially if any component is required to be sent off for analysis). Please ensure your device is regularly backed up as EPR UK cannot be held liable for any loss of data. We will not provide warranty on jail-broken / damaged / tampered-with units.**

#### **Section 9 - Refunds and Returns**

Returns are not accepted on used goods, however we can issue a buy-back valuation on request.

#### **Section 10 - Deposits and Bookings**

Bookings require a deposit in order to confirm your slot and to order / hold the required stock / parts for your repair. If your booking is cancelled without at least 72 hours notice, the deposit may be held at our discretion.