



vodacom
TYGERVALLEY REPAIRS
TERMS AND CONDITIONS

1. If there is a lock-code or security code on the phone, please supply to make sure the workshop is able to test the phone. Code: _____ INITIAL
2. No administration fee will be charged for the use of loan equipment. INITIAL
3. Vodacare will not be held responsible for the loss of any data on any phone handed in for repair. It is the customers' responsibility to ensure all data is backed up safely. A mandatory **software upgrade** is done on all handsets and phone settings and data, including features such as maps and games will be lost which might implicate costs to have the settings restored. INITIAL
4. I have been informed that I can request a **Data Backup for a fee of R90.00 excluding VAT**. Even though every effort is made to backup all data, this cannot be guaranteed. INITIAL
5. I have been informed that only accessories that relates to the fault description will be sent with the repair unit, example charger for charging problem. I will retain all other accessories. **Screen guards booked in on a handset will not be returned**. INITIAL
6. Vodacare will not be held liable if Vodacom or Vodafone live software is not compatible with non VSP units. INITIAL
7. Phones that are sent to Vodacare Advance Repair Centre (ARC) will have a minimum lead time of 2 weeks. INITIAL
8. I have been informed that if liquid or physical damage is found on the phone the warranty will be voided and no warranty repair will be done. INITIAL
9. I have been informed that if my phone is going to be swapped that it will be with **A REFURBISHED PHONE**. Even though every effort is made to dispatch handsets of the same colour as the original unit, this cannot be guaranteed. INITIAL
10. I have been informed that a phone could be swapped with a different model of equal or better features only at the manufacturers' discretion. INITIAL
11. Any virus found on a handset, will be charged at relevant manufacturer rate, as the unit is deemed out of warranty. INITIAL
12. Loan equipment: In the event of loss or theft, the replacement of the loan unit will be for my account at a cost equivalent to that of the unit that was loaned to me. In the event of damage the unit will be repaired at normal repair centre rates. If any quotation from the manufacturer is rejected, for any reason whatsoever, the loan unit will be returned within 48 Hours unless otherwise arranged. INITIAL
13. Quotes issued are valid, if repairable, for 5 days from date of issue. INITIAL
14. The Loan HSDPA card must be returned within 7 days of Notification that customers repaired/swapped card has been received by the store. Failing to do so will result that the loan unit being blacklisted and the swapped/repared card redeemed to cover costs. INITIAL
15. All quotes are indicative only and are subject to change once repairs commence. Clients will be contacted in the event of price differences. INITIAL
16. In the event that a handset is deemed BER according to manufacturers specifications, a quote can be issued to repair such a BER handset, with the understanding that there will be no future warranty on the handset. INITIAL
17. In the event that a handset has been deemed to be liquid damaged a quotation and indemnity form can be issued to repair the handset with the understanding that there will be no future manufacturer warranty on the handset, only a limited 30 day Workshop warranty will apply. INITIAL
18. I was handed the Vodacom Repairs Consumer Information Leaflet Terms & Conditions, consisting of 5 pages, and are fully aware of all Terms and Conditions. INITIAL

Loan Phone Details:..... IMEI:.....

Charges (VAT inclusive)

Loan Phone replacement costs	Current replacement value of loan unit lost.		
Loan Phone charger replacement costs	R181.00	Security / Lock Code removal	R285.00
Loan modem refundable deposit	R699.00	Quote rejection / Assessment fee	R57.00
Administration fee for orphan unit (repair not collected with 90 days) if recoverable on request			R275.00

THE FOLLOWING ACCESSORIES WERE HANDED IN WITH THE HANDSET AND CHECKS PERFORMED

JOB NUMBER: _____ IMEI No: _____

A Repair Inspection Form has been completed and attached to the Terms & Conditions. Yes / No
Does the handset switch on? Yes / No **Are there any visible damage, lines or marks on the display?** Yes / No INITIAL

Battery	Yes	No	Back Cover	Yes	No	Memory Card: Size _____	Yes	No
Charger	Yes	No	Software CD	Yes	No	Memory Card Holder	Yes	No
Manuals	Yes	No	USB Cable	Yes	No	Headset	Yes	No
Sim Card Cover	Yes	No	Docking Station	Yes	No	Lanyard	Yes	No
Stylus	Yes	No	Original Box	Yes	No	IF Cover	Yes	No
Other (Example: 2 nd Battery Antenna Cap)	Yes	No	Specify other					

Fault Description: _____

Cell number:	Alternative Number:
Fax Number:	Email Address:

CUSTOMER NAME & SURNAME

CONSULTANT

CUSTOMER ID NUMBER

DATE