



# PHOENIX

## MOBILE SHOP

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Smithfield, QLD 4878  
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## 30 Day Warranty

In the unlikely event that your phone is defective, you will be covered by our **30 Day Warranty**. This warranty applies to the handset only (accessories excluded) and does not cover faults caused by the way the device is treated and/or used by the customer.

If your phone appears to be faulty, simply contact us within 30 days from the date of purchase. We will then assist you with the return process. Once a defective device is returned to our premises, we will inspect the device to identify the fault. If the fault is identified, the original purchase value of the device will be fully refunded.

### Important – Warranty Conditions

A refund will only be provided once your return has been received and inspected.

Products are not expected to be indestructible; use of a smartphone can affect its durability. Warranty claims may be refused where there is evidence of abnormal use, neglect or mishandling. Our warranty will not apply in the following cases:

- ) Cracked screen or physically damaged
- ) Water damage
- ) Software that has been tampered with (e.g. jailbreaking)
- ) Customer has failed to take reasonable steps to avoid the quality becoming unacceptable
- ) Customer has used the product abnormally

Third party repairs or modifications may also affect return eligibility. If you have any issues with your phone, please contact us first.

Apple and Google (Android) devices may have an account lock (either iCloud or Google Account). Refunds will only be provided on the condition that the phone is returned with no account lock or IMEI lock. All account details must be removed from the device, including any passcodes.

Refunds can only be made according to the payment method used at time of purchase. E.g. If you paid with a credit card, the money will be refunded to your card.

Our phones have been activated previously, and therefore battery performance cannot be guaranteed to meet brand new manufacturer's specifications. In relation to battery performance, phones with battery health greater than or equal to 80% are not considered to be faulty and therefore our 30 Day Warranty will not apply.

If you have any further questions, please do not hesitate to email us at [info@phoenixmobileshop.com.au](mailto:info@phoenixmobileshop.com.au).

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Our warranty covers any faults that occur in the first 30 days from date of purchase. This warranty applies in addition to consumer guarantees and does not limit or replace them. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.