



LIFETIME GUARANTEE



Not just 'a' guarantee, but the **Dr Boom Lifetime Guarantee**.

If your Dr Boom repair fails as a result of defective materials or workmanship under normal use while you remain the device's owner, we'll repair or replace the part(s) in question for free, no questions asked.

To request a repair, return (we don't say drop that's what caused the problem in the first place) your device to any Dr Boom store for assessment and we'll do our best to action it on the spot. BUT be warned, it may need to be sent away and this can take up to SEVEN working days. Sorry but there's just some things we can't fix in a shop or on the spot!

If we need to send it away and you don't let us then SORRY (again) but we can't honour our guarantee.

If we think the fault occurred as a result of 'abnormal' usage, "physical damage", even though it may not be externally obvious (no offence intended), we'll contact you and obtain your approval to repair it at your expense. We promise to do so for 20% less than your initial repair cost.

If the fault is NOT related to our repair (it's something else), maybe even from when the device was first damaged, then we will obtain your approval before doing anything else but promise to charge you 20% less than the regular cost of the work to lessen the pain.

WHAT IS COVERED?

Dr Boom guarantees to the original retail purchaser that whatever parts and labour we charge you for in your repair, and as shown on your receipt, will be free from defects in materials or workmanship.

If our part/s or workmanship fail during your ownership due to a defect in material, or workmanship, we will repair or replace the defective part if you return the product to one of our stores or send it to our repair team, postage paid, together with your proof of purchase.

Our Guarantee only covers repairs undertaken at a Dr Boom Store that have not been tampered with in any way by third parties, including but not limited to, the manufacturers of any devices. Sorry but once someone else try's to fix it or opens it up we can't help you.

WHAT IS NOT COVERED?

Our guarantee does not cover damages that result from misuse or abuse of the device. It does not cover normal wear and tear or damages such as abrasion, scratches or internal damage. The guarantee also does not cover incidental or consequential damages, such as damage to, or loss of any data, damage to screen protectors or cases, loss of use, loss of time, or similar expenses.

It does not cover any other component or item not included in the original repair.

A note about Mobile Devices

We know that your mobile phone or tablet must withstand a lot, which is why we always recommend a quality screen protector and case be used. But even the best of these may not be enough to avoid physical damage again. Remember you broke it once it can happen again no matter how careful you are. Like a car that's been beautifully repaired after an accident a mobile device will scuff, dint and scratch as you use it and no matter how good the parts, or the workmanship, these are not covered by ANY warranty.

TRUST YOUR LIFELINE TO THE DOCTOR™

Dr Boom since 1994, setting the standard for value advice and quality!

 **1800drboom > drboom.com.au**