

1.0 General Inquiries

1.1 What is a CPO Device?

CPO Device is a certified pre-owned mobile device that has undergone minor repairs. Each of our device goes through a 32-Step Test Process to ensure that all our mobile devices are 100% functional before it is sold to you and each device comes with a 3-months warranty. The aesthetic appearance of the CPO Device has light scratches on the body and screen that may be visible from more than 8 inches away.

Blancco Test : <https://www.blancco.com/>

1.2 Does Compasia provide repair services?

We only provide repair services for CPO Device purchased from CompAsia within the warranty period.

1.3 Does each purchase come with any warranty?

Yes! All CPO Device comes with a one (3) month warranty from the date of purchase.

1.4 Does the purchase come with accessories?

Yes, you will be receiving one (1) set of compatible charger and cable for each CPO Device during the promotional period. However, the above mentioned accessories come without warranty.

1.5 Places of delivery

We deliver the purchased CPO Device to most places nationwide subject to full delivery address provided by you and delivery areas/destinations covered by our local courier partners. Please refer to the schedule below ;

<i>Delivery location</i>	<i>Service Request received</i>	<i>Delivery time~</i>
<i>Singapore</i>	9am – 6pm, Mon -Fri (business days)	Between 5-9 working days

1.6 Can I trade-in my mobile devices?

Yes, you can. Simply head to our website at (<https://instacashsg.onelink.me/xeYY>) and get the price quotation of your mobile device. If you like the price as quoted and interested to trade in, please submit the requested details and follow the instructions to ensure that your mobile device will be collected and you will receive cash upon the collection of the mobile device.

1.7 How can I check my order status?

An email will be sent out once we dispatched the purchased CPO Device. You can check your email which will link to our website for delivery status of the purchased CPO Device.

2.0_Warranty Inquiries

2.1 What does the warranty cover during the warranty period?

We warrant the purchased CPO Device against defects in materials and workmanship under normal use. However, the warranty will be voided if there are obvious signs of physical damage and/or accidental damage. Cosmetic wear and tear are not covered as well including any kind of water, liquid or moisture damage.

2.2 Does modifying the software void the warranty? (Jailbreak/Root)

Yes, modifying the software by either jailbreaking or rooting your CPO Device will void the warranty as this will expose the CPO Device to security risks.

2.3 I bought this device x days ago and there is an issue. Can I claim for the warranty?

The warranty can only be provided subject to the verification of the issue raised on the CPO Device and it is free from situations as mentioned in clause 2.1 above and still within the warranty period.

2.4 What happens in the event of a successful warranty claim?

- We will repair the hardware defect at no charge; however.
- In the condition that the CPO Device is not repairable, we will exchange the CPO Device with another CPO Device of equivalent value.

3.0 Contact Us

4.1 Warranty Inquiries

- The item I received has a defect, what can I do?
- How do I check my remaining warranty period?

4.2 Shipping Inquiries

- My shipment has not arrived yet and it is passed the estimated arrival date. What should I do?
- My shipment is damaged. What can I do?
- I received the wrong item. What can I do?
- I did not receive my shipping number, can I have it?

You can email us at support-sg@compasia.com between 9 am and 6pm, from Monday to Friday (excluding state and national public holidays)

Please provide us with the below stated information

- Full Name
- Contact Number
- Purchase Date
- Make and Model
- P.O Number / IMEI Number