

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 CPO Device goes through a 32-Step Test Process to ensure a 100% functionality before it is sold to you and each CPO Device comes with a 3-month 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.

All test are done via <https://www.blancco.com/>

1.2 Does Compasia provide repair services?

Yes. However, 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 (1) month warranty from the date of purchase.

1.4 Does the purchase come with accessories?

Yes, you will be receiving one (1) set of a compatible charger and a USB cable for each purchase of a 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 the area of your delivery address is within the delivery coverage area of our local courier partners. Please refer to the schedule below:

Delivery location	Service Request received	Delivery time
Singapore	9am – 6pm, Mon -Fri (business days)	Between 7-10 working days

1.6 Can I trade-in my mobile devices?

Yes, you can. Simply head to our website at (<https://instacashth.onelink.me/uFEe/ecommbot>) to get the quotation of the trade-in value of your mobile device. If you agree with the quoted value and interested to trade in, please submit the requested details and follow the instructions to ensure that your mobile device will be collected.

1.7 How can I check my order status?

An email will be sent out to you once the purchased CPO Device is being delivered to you via our appointed representative. 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?

- The warranty covers the following cases:
 - (i) warranty defect;
 - (ii) repairing of Registered Device;
 - (iii) pick-up and delivery services for repairing works, and
- 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 What is not guaranteed under the warranty?

The Warranty does not cover the following cases:

- (i) Battery
 - (a) the repairing of battery of any iPhone; and
 - (b) for repairing of any defect or/and deterioration to the battery caused by normal wear and tear that requires periodic repairs and replacements including in particular, defect related to battery health.
- (ii) Water Resistant Seal
 - (a) any replacement or repair of the Registered Device for any liquid damage or damage due to the water/dust resistance seal being broken including but not limited to any claim made for dust removal; and
 - (b) upon performing the repair which requires changing of LCD of the Registered Device, we shall not guarantee that the Registered Device will remain resistant towards any liquid and dust.

2.3 What is your guarantee for my device after the repairing works?

Notwithstanding the parts used for the repair works of the Device, we only guarantee the functionality of the Device upon the completion of the repair works.

To the maximum extent permitted by law, our liability is only limited to cases that that is valid and eligible for repairing works under the warranty.

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

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

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

Yes. However, it is subjected to the verification of the issue raised on the CPO Device and that it is free from situations as mentioned in clause 2.1 above and still within the warranty period.

2.6 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.

2.7 How do you calculate the repairing works?

The total amount of the repairing works shall not exceed the purchase price of the Registered Device. For the avoidance of doubt, in the event of any repairing works, the value of such works shall be deducted from the purchase price of the Registered Device and accumulation of value of all repairing works shall not exceed the purchase price of the Registered Device.

3.0 Contact Us

3.1 Warranty Inquiries

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

3.2 Shipping Inquiries

- My shipment has not arrived and it has 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 contact 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