***Customer Service Policy***

DT Smart Fix LLC Smartphone, Tablet, Game Console & Laptop Repair warrants all repairs and parts free of defects in materials and workmanship for 90 Days or repair from date of purchase (some exclusions may apply). If the unit should malfunction, it must be returned to DT Smart Fix LLC store and all costs of shipping shall be borne solely by the customer. DT Smart Fix LLC will diagnose the repair immediately upon receipt. if the unit is found to be defective it will be repaired or replaced at no charge. DT Smart Fix LLC warranty, however, does not apply to defects resulting from any action of the customer, including but not limited to mishandling, physical damage, water damage, improper interfacing, operation outside of design limits, repair by someone other than DT Smart Fix LLC, use of any other product other than suppliers’ products that DT Smart Fix LLC works with, or unauthorized modification. This warranty is VOID if the unit shows evidence of any misuse or mishandling, including but not limited to being tampered with (broken seal), being damaged as a result of excessive corrosion; or current, heat, moisture or vibration; improper specification; misapplication; abuse or other operating conditions outside of DT Smart Fix LLC control. Warranty is VOID, however, if customer performs any software modifications not limited to restore, updating software on the device, downloading unauthorized or unapproved software, viruses, malware, spyware, or attempts to modify any software that has been installed by DT Smart Fix LLC.

DT Smart Fix LLC does not offer any type of warranty for customers that provide their own part. If a customer part malfunctions or device shorts out because of the part being replaced, DT Smart Fix LLC claims no liability.

DT Smart Fix LLC cannot be held liable for the functionality of a component other than the one being replaced by DT Smart Fix LLC. If another component malfunctions, DT Smart Fix LLC will diagnose it at no cost.

Customers are required to pay in full for the services rendered or products provided by DT Smart Fix LLC prior to the release of products. Failure to remit payment in full may result in withholding of the service, product, or property associated with the service or product. All invoices must be paid in full within 4 weeks of the product being brought in for repair or service.

      It is the policy of DT Smart Fix LLC that any products or properties associated with the service provided by DT Smart Fix LLC will remain under the ownership of DT Smart Fix LLC until the customer has paid in full. If the customer fails to pay the total amount within 4 weeks of product drop-off and does not respond to communication attempts by DT Smart Fix LLC, ownership of the property in question will fully revert to DT Smart Fix LLC.

**Refunds**

DT Smart Fix LLC provides a one-week period to be eligible for a full refund for repairs, however this does not guarantee a full refund. DT Smart Fix LLC provides ninety (90) days for a partial refund for repairs. however, this does not guarantee a certain amount. DT Smart Fix LLC has the right to deny a refund if necessary.

DT Smart Fix LLC will remove the part being refunded and be in complete ownership of the part that the customer wants a refund for. DT Smart Fix LLC will attempt to replace that part with customer’s original part, however cannot guarantee they will have possession of that part, and in this scenario, DT Smart Fix LLC has the right to replace the part with another part in their possession under DT Smart Fix LLC’s discretion.

DT Smart Fix LLC may charge customer’s part purchase expense fee up to 20% depending on the condition of the part being returned. Phone Geeks has a right to decline any refunds and returns for any type of damage to the part or the device in question.

DT Smart Fix LLC doesn’t provide Refund or Warranty option for any accessories have been purchased in the store except (Charging cable and Charging outlet blocks).