

Repair Warranty & Diagnostics Policy

90-day warranty on parts and labor. Read this before approving a repair quote or any price change after diagnostics.

1. What the warranty covers

Every completed repair is covered for 90 days from the date we ship the device back to you. The warranty covers the specific work we performed and any parts we installed.

If the same fault returns within 90 days, we re-repair it at no charge, including shipping in both directions. If we cannot re-repair it, we refund the cost of that repair.

2. What the warranty does not cover

New physical damage (drops, cracks, bends), liquid damage, or damage caused after the repair.

Faults in components we did not touch — for example, a battery failing after a screen replacement.

Devices opened, modified, or serviced by anyone else after our repair, and devices with removed or altered warranty seals.

Software issues caused by user-installed apps, jailbreaks, or operating-system updates released after the repair.

Consumable wear such as battery capacity decline from normal charging cycles.

3. Free diagnostics

Diagnostics are always free. We inspect and test your device and send you a written diagnosis with a fixed quote before we perform any billable work.

No work starts until you reply with an explicit approval of the quote.

4. If diagnostics change the price

Sometimes the real fault differs from the reported symptom — a device that 'won't turn on' may need a board repair rather than a battery.

If our inspection changes the price, we stop work and email you a revised quote that explains exactly what changed, what the new parts and labor cost, and what the alternatives are.

You then choose one of three options: approve the revised quote, approve a partial or cheaper fix, or decline entirely.

We never charge more than the amount you last approved. Any additional cost requires a new written approval from you.

If you decline, we reassemble the device and return it. Return shipping is free when a repair was completed; if you decline all work, you pay only return shipping, or you can arrange free local pickup.

5. Turn-around time

Screen, battery, and audio repairs are typically completed same-day or within 24–48 hours of arrival. Power-on and board-level repairs typically take 24–72 hours.

If a part must be ordered, we tell you the expected timeline in the quote before you approve.

6. Shipping and risk

We provide a prepaid, insured inbound shipping label once you approve a quote, and free insured return shipping on completed repairs.

Devices shipped without an approved quote or without a packing slip may be delayed. Please pack devices securely; carrier damage from inadequate packaging is not covered by us.

7. Data and privacy

Back up your device before shipping. Repairs sometimes require a factory reset, and we are not responsible for lost data.

We only access your device to test the reported fault. Photos you submit with a repair request are used solely for diagnosing and documenting your repair.

8. Unclaimed devices

Devices left unclaimed for more than 90 days after we notify you that the repair or diagnosis is complete may be recycled or resold to cover storage costs. We send at least two notices before that happens.

9. How to make a warranty claim

Reply to your original repair email with your reference number and a description of the fault. We respond within one business day with a prepaid return label if the claim is covered.

This policy applies to repair services only. Products purchased from the CheapTech store are covered by their own return and condition terms shown at checkout. Questions? Reply to your repair quote email with your reference number.