

REPAIR SERVICE TERMS AND CONDITIONS

Repair of all Equipment is undertaken subject to Jersey Telecom's Support Service terms and conditions, copies of which are available from our website at www.jerseytelecom.com/supportt&c, or on request from our shop.

All Equipment accepted by us for repair is also subject to the following:

1. Where the Equipment has an intermittent fault, our normal 15 working day repair timescale may need to be extended by an additional 15 working days to enable our repair agents to replicate the fault.
2. Equipment which is faulty due to a manufacturing defect and submitted for repair within the manufacturer's warranty period will be repaired free of charge, subject to valid proof of purchase being provided.
3. In the case of repairs under manufacturer's warranty, Jersey Telecom may, at its discretion, issue replacement Equipment immediately to the Customer and subsequently dispatch the faulty Equipment for repair. If the faulty Equipment is not repairable under the manufacturer's warranty, Jersey Telecom will charge the Customer for the repair.
4. Examples of faults that are not covered under the manufacturer's warranty include: -
 - Damage due to accessories being incorrectly inserted into the Equipment;
 - Damage to the Equipment due to dropping or other impact or shock;
 - Damage caused by submersion of the Equipment into liquid or the use of the Equipment in wet, damp or humid conditions or any other contact with moisture.
 - Use of non-standard equipment, i.e. cosmetics, batteries, chargers etc.
5. Where our repair agent advises that the Equipment is beyond economic repair, or the Equipment is out of warranty, a quote for the repair will be provided to the customer. The customer may then choose to either pay for the repair or to pay a small handling fee of £15.45 (inclusive of GST) if the Equipment is to be returned without being repaired.
6. When a Customer has been advised in writing that the handset is beyond economical repair, it will be disposed of after 6 weeks unless Jersey Telecom receives alternative instructions. All loan equipment must be returned within this period.
7. Personal settings, phone numbers, ring tones, icons, graphics and other data (including but not limited to photographs, MP3 files) that are stored on the Equipment may be erased during the repair process, especially (but not only) if there is a software upgrade or if information or data has to be moved or copied from a SIM or memory card. **Customers are strongly advised to copy any such settings information and data prior to submitting Equipment for repair.** Jersey Telecom does not accept any responsibility for loss of, or damage to, any Customer settings information and / or data that is stored on any Equipment that is being repaired.
8. An inspection charge may be raised for Equipment that is submitted for repair but no fault can be found.

The following conditions also apply to any temporary loan Equipment:

1. You agree to be responsible for the safe keeping of the loan phone and / or accessories (the "Loan Equipment") during the loan period.
2. You agree to return the Loan Equipment in the same condition as it was issued, at the end of the loan period to Jersey Telecom.
3. You agree to take good care of the Loan Equipment whilst it is in your possession. If you fail to return the Loan Equipment in the same condition as borrowed, you agree to pay for any damage caused to the Loan Equipment while it is in your possession. If you fail to return the Loan Equipment at the end of the loan period you agree to pay the full replacement price for the Loan Equipment.
4. You will be advised by phone and / or letter when your repair is completed, and your original Equipment is ready for collection. Should the Equipment not be collected within 6 weeks, a charge for the Loan Equipment will be added to your account, where relevant, together with any other repair charges incurred.