



Mobile Digital Pty Ltd
Unit 18, 38 Limestone St
Darra QLD 4076

PO Box 3178
Darra QLD 4076

Ph: 07 3715 5788
Fax: 07 3715 5766

www.mobile-digital.com.au

Dealer Information Sheet

Thank you for choosing Mobile Digital Pty Ltd as your provider of mobile telephone repair services. The following information is provided to assist you in your relationship with us.

Brands Repaired by Mobile Digital

Mobile Digital is pleased to offer quality repairs to:

Benefon
LG
Motorola
Sagem
Uniden

Warranty Repairs

Mobile Digital is accredited by the manufacturers listed above to perform repairs under warranty.

In some instances, such as physical or liquid damage, there may be a charge where the faulty unit does not meet the manufacturers warranty conditions. This is usually \$38.50 but can be greater if the unit has been forwarded to the manufacturer for their assessment.

Non-Warranty Repairs

To save you and your client's time, we will normally complete any repair where the repair cost is \$100.00 or less without issuing a quote. You can, of course, request a quote on any repair.

Mobile Digital is happy to provide you with cost competitive non-warranty repairs. We do charge a minimum repair handling fee of \$38.50.

Special Services for End Users Warranty Repairs

Generally, Mobile Digital will try its best to accommodate special requests from end users or Dealers. For example, if the client is about to travel overseas, we may be

able to arrange urgent repair of a faulty handset.

Lock Code Resets

Mobile Digital is able to reset most units to factory default lock / security codes. A nominal charge of \$55.00 (incl GST) applies for this service. Some form of proof of ownership will be required. We recommend that you obtain either a copy of the proof of purchase or a copy of the client's photographic identification such as drivers licence or passport.

Freight

Most warranties do not cover freight to or from authorised repair centres. Mobile Digital will return repaired phones to Mobile Phone Dealers and Retail Stores using your nominated carrier or for a nominal fee.

In some circumstances, Mobile Digital can arrange regular pick up and delivery of your faulty phones (conditions apply).

Mobile Digital reserves the right to withhold shipment of any unit where a repair fee is payable until payment has been received.

What you need to send

Please ensure each repair has the following:

- Your details.
- Brief, clear description of the fault.
- Copy of proof of purchase – **ensure it is legible** (for warranty repairs).
- Manufacturer reference or case number (if applicable).
- Your tracking or reference number.

A Customer Repair Form and information is available from our web site: www.mobile-digital.com.au to assist you. You do not have to use our forms if you already have a system in place, however, we recommend that you keep a record of items sent to us for repair.

Delivery Addresses

Street address for courier deliveries:

**Mobile Digital Pty Ltd
Unit 18, 38 Limestone Street
Darra QLD 4076**

Postal Address:

**Mobile Digital Pty Ltd
PO Box 3178
Darra QLD 4076**

Why choose Mobile Digital as your repair centre?

Over 18 Years industry experience

Trade qualified technicians

Manufacturer accreditations

Prompt turnaround of repairs

Over 300,000 parts held in stock

Quick access to most parts not held in stock

Leading edge technology & service equipment

Proactive training system to support our apprenticeship program

Cost competitive repairs

Professional, courteous staff

Modern air-conditioned repair centre

Proudly Queensland owned & operated

Mobile Digital's Standard Terms & Conditions

- **Warranty Repairs:** Upon technical inspection should my repair fall outside the Manufacturers warranty guidelines, I will agree to pay a manufacturers non-warranty inspection fee. Where a manufacturers non-warranty fee does not apply a handling fee of \$38.50 including GST is charged.
- **Non-Warranty Repairs:** If my repair costs less than \$100.00 dollars to repair I will agree to pay for the repair without a quotation being issued. I also agree to pay a minimum Repair Handling fee of \$38.50 including GST before the repair is quoted on. If I choose not to proceed I will forfeit the \$38.50 I have already paid.
- No liability will be taken for any loss of data from any product left with Mobile Digital Pty Ltd for the purpose of service or repairs.
- **Network Locks:** Handsets are repaired to manufacturer specifications. Mobile Digital Pty Ltd accepts no liability for any product where a Network Lock has been reset in accordance with original manufacturer specification.
- Personal information such as name and contact details may be provided to the manufacturer of your mobile phone for warranty verification, audit and quality assurance purposes.
- Mobile Digital Pty Ltd reserves the right to withhold services where repair charges are outstanding or overdue for payment.