



## Ultimo Electronics Warranty Agreement

The warranty period starts at the time of the product(s) original purchase by the consumer and finishes 12 months after this purchase date. The product may consist of several different parts and different parts may be covered by a different warranty period e.g the battery.

### CLAIMING

In order to claim the warranty service, you must inform Ultimo Electronics of the problems you are experiencing prior to returning the device to us directly. You must present your voucher code in order to use the warranty. If the device has been looked at or repaired by any third-party repair centre (including apple) this will **VOID** your warranty. This warranty will not apply if the IMEI number of the product does not match original purchase or if the device has been altered in anyway e.g jailbroken.

### What is not covered by your warranty:

- After 60 days decreased battery life will not be covered as this is a consumable product, thus classed as wear and tear.
- Defects or damage due to moisture, liquid, extreme humidity, heavy perspiration or other moisture, sand, food, dirt or similar substances, caused from incorrectly securing the Product's protective elements and/or subjecting the Products to conditions exceeding any stated specification or limit will not be covered.
- Software problems are not covered under this warranty.
- ***Hardware faults due to accidental damage will not be covered under any circumstance. Our trained technicians will assess the device upon receipt – if they deem the device to have been dropped or damaged by the consumer in any way, this will be rejected for a free repair under warranty.***

### What is covered under your warranty:

- If your devices ceases to power on completely.
- Inefficient battery life for 60 days after purchase.
- If any buttons of the device stop working, home button, lock button, volume buttons or the silent switch.
- Screen glitching.
- Faults with either of the cameras on the device or microphones.
- Charging port faults.

- (Any other hardware fault with the device not stated here please contact us and we can advise further)