OFFICIAL POLICY & SERVICE AGREEMENT

FONEZONE

General Terms & Conditions

Effective Date: November 17, 2026
Contact: info@fonezone.nl
Web: fone-zone.dev

Customer Summary: At Fonezone, transparency and quality come first. All device repairs and refurbished devices are backed by our **12-month warranty**, clear upfront pricing, and a strict **No Cure, No Pay** diagnostic commitment.

1. Scope & Applicability

These General Terms and Conditions apply to all repair services, diagnostics, trade-ins, business agreements, and sales of refurbished devices ("Occasions") and accessories provided by Fonezone across all physical store locations (Tiel, Veenendaal, and Den Bosch) as well as online bookings via our website.

2. Repair Services & Quotes

- **Transparent Pricing:** Prices listed online or quoted in-store include parts, labor, and VAT unless explicitly stated otherwise for business (B2B) quotes.
- **No Cure, No Pay:** If Fonezone cannot resolve the diagnosed hardware or software issue, no repair fee will be charged. Exceptions apply only to specialized liquid damage cleaning or complex motherboard micro-soldering where diagnostic labor was agreed upon in advance.
- **Turnaround Time:** Standard repairs (such as screens, batteries, and charging ports) are typically completed within 30 to 120 minutes. Stated durations are estimates and may vary depending on parts availability or unforeseen internal damage.
- **Additional Damage:** If hidden internal damage is discovered during disassembly, Fonezone will contact you with an updated quote before proceeding with any extra work.

3. Data Backup & Customer Responsibility

While our technicians take the utmost care to preserve your personal files, device repairs carry an inherent risk of data loss. Customers are strictly responsible for creating a full backup of all photos, contacts, and data prior to handing over a device. Fonezone is not liable for any loss or corruption of data during repair or diagnostic procedures.

4. 12-Month Repair Warranty

Fonezone provides a comprehensive **12-month warranty** on all completed repairs and replacement parts installed by our certified technicians.

- **What is Covered:** Manufacturing defects in replacement components (such as display touch responsiveness, battery capacity defects, or faulty charging connectors) and installation workmanship.
- **What is Excluded:** New physical impact damage (drops, cracks, pressure marks), liquid or moisture ingress after repair, unauthorized third-party tampering, software issues, and normal wear and tear.
- **Water Resistance:** Opening a device compromises factory IP water-resistance seals. While Fonezone applies new adhesive seals during reassembly, original factory waterproof ratings cannot be guaranteed after any repair.

5. Refurbished Devices ("Occasions") & Grading

Every refurbished smartphone, tablet, or device sold by Fonezone undergoes a strict 40-point technical inspection and includes a **12-month warranty** (unless extended warranty is specified on your receipt). Cosmetic conditions are classified into three transparent grades:

Condition	Cosmetic Appearance	Technical & Battery Standard
Grade A Like New	Pristine exterior with zero to barely visible micro-signs of handling.	100% functionally tested; optimal battery health (minimum 85%+).
Grade B Very Good	Light, normal signs of prior use such as minor surface scratches on frame or back.	100% functionally tested; verified healthy battery performance.
Grade C Used / Value	Noticeable cosmetic wear, scuffs, or small dings at an economical price point.	100% functionally tested; fully operational hardware and battery.

6. Trade-Ins & Device Ownership

When trading in or selling a device to Fonezone, you confirm that you are the rightful owner, the device is free of any financing locks, and all activation locks (such as Apple iCloud / Find My iPhone or Google FRP) have been completely removed. Valid government-issued photo identification is required for all trade-in transactions.

7. Uncollected Devices

Customers will be notified via phone, SMS, or email once a repair is complete. Devices must be collected within 30 days of completion notice. If a device remains uncollected after 90 days despite written reminders, Fonezone reserves the right to charge reasonable storage fees or recycle the device to recover parts and labor costs.

8. Business Accounts (Fonezone Zakelijk)

Registered business clients approved for corporate invoicing agree to pay invoices within 14 days of the invoice date unless otherwise agreed in writing. Priority turnaround and replacement loaner devices are subject to the terms of the active corporate service agreement.

9. Store Locations & Contact Information

For warranty claims, questions, or formal notices, please contact our main management team or visit one of our three branches:

Branch	Address	Direct Phone
Fonezone Tiel	Santwyckse Poort 2, 4001 PC Tiel	0344 - 785 608
Fonezone Veenendaal *(Head Office / Manager)*	Hoofdstraat 10, 3901 AL Veenendaal	0318 - 309 620
Fonezone Den Bosch	Burgemeester Loeffplein 2, 5211 RX 's-Hertogenbosch	073 - 785 1244