

# Sonic Device Repair Purchasing Terms and Conditions



The rates outlined in the device purchase contract and service agreement are non-negotiable. These rates are applicable to the device model(s) referenced in the purchase agreement. These rates are not applicable to any other model device that is not outlined in the service agreement.

In the event that product availability with the distributor changes, or in the event that there are any pricing deviations from the initial contract, Sonic Device Repair reserves the right to amend the contract service terms and/or pricing. The end user will receive an amended copy of the purchasing agreement for approval. Once approved, fulfillment of the order at the amended rates and/or terms will be performed.

## Shipping Policies And Order Fulfillment Procedures

Sonic Device Repair will order the devices at the agreed upon rate, once the purchase agreement contract has been signed, and/or once the fulfillment deadline has been set by the End User. Sonic Device Repair will receive the devices, perform a quality check on the devices, and perform any other services outlined in the purchase agreement prior to shipping to the end user. The devices will be insured in full during transit to the End User.

## Sonic Device Repair New Device Purchase Return Policy

1. Any defective equipment should be returned to Sonic Device Repair Inc. within 30 days of delivery. The Return Address is 6588 Glenwood Ave, Raleigh, NC 27612. A shipping label will be provided for no additional cost. Devices should be packaged in accordance with UPS Safe Shipping Standards.
2. Once received, any defective equipment will be replaced within 60 days at no additional cost to the end user. The end user is subject to transit and labor cost if the device is found to not be defective. The end user is subject to repair cost if the device is found to incur accidental damage not related to transit.

3. The end user is responsible for backing up all data and personal or secured information. Sonic Device Repair cannot be held liable for any loss of data or software on returned equipment. You may be subject to an OS reinstall fee for any data present on the device.
4. New Devices Purchases are non refundable. If the end user is dissatisfied with the product for any reason other than defective equipment, Sonic Device Repair can offer an exchange within 30 days of delivery. Exchanges may be subject to restocking fees, shipping charges, and tax. Each end user is permitted one exchange.
5. Exchanges must be processed for equipment with equal or lesser value, if you require equipment with greater value, the purchasing contract can be amended, and payment must be submitted to Sonic Device Repair before fulfillment is processed.

### **Sonic Device Repair Deposit Agreement**

Purchase rates are set based on product availability with the distributor. Once a purchase contract is signed and pending fulfillment, a deposit can be placed by the End User pending the fulfillment of the order. This deposit is non-refundable. This deposit can be applied towards an amended purchase contract in the event the End User changes the model requested, or modifies any of the outlined service terms.