

Dear Customer,

We are sending you an **External Repair Agreement Kit**.

As agreed, please fill in the Return Form with the Repair Agreement and send it along with your hardware for an assessment.

Please note - An Inspection Fee of \$49.50 will apply for all phones that are returned to us for repair. However, we will not charge you the Inspection Fee if your phone is covered by a consumer guarantee or an applicable manufacturer's warranty (or any additional costs of repairing the mobile phone). Unless your mobile is covered under a consumer guarantee or an applicable manufacturer's warranty, if we determine that additional works are required to repair your mobile phone we will contact you to advise you of these costs. If you don't want to go ahead with the repair, the inspection fee will still be charged.

Important Notice

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The repair of your goods may result in the loss of any user-generated data. Please ensure that you have made a copy of any data saved on your goods.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

For any questions, please feel free to contact us directly on 1300 538 463, Monday to Friday between 10:00am and 7:00pm EDST.

Kind regards,
Dodo Services Pty Ltd

Dodo Services Pty Ltd

Important Notice

1. **Loss of Stored Data**

The repair of your goods may result in the loss of any user-generated data. Please ensure that you have made a copy of any data saved on your goods.

2. **Use of Refurbished Parts**

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

For more details on this repair notice, please contact Dodo on 13 3636 or visit the ACCC website at:

www.accc.gov.au

Dodo Repair Agreement

(Agreement continued over the page. Please ensure second page is signed)

In this agreement, “we” or “us” means Dodo Services Pty Ltd ("Dodo") and “you” means the Customer identified on this Customer Acknowledgement form.

This Agreement applies to the servicing or repair of your product(s). You must agree to all the terms and conditions below in order to continue the services.

1. Your rights

1.1 You may have statutory rights against us and against the manufacturer of your product. This Agreement does not impact your statutory rights.

1.2 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

2. Repairs

2.1 You authorise us or our agents to carry out repairs on your product.

2.2 Products presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

2.3 The repair of your goods may also result in the loss of any user-generated data. Please ensure that you have made a copy of any data saved on your goods.

2.4 During the normal course of a repair it may be necessary for the technician to reset or software upgrade the Product and, as a result, data may be lost. Neither Dodo nor its agents take responsibility for any loss or claims for damages of any data, applications, contact names & numbers, images, photos, movies, screensavers, music, ringtones, recordings, and messages or settings deleted during the repair, quotation or assessment of your phone. It is recommended that all customers back up any important data before handing in their unit for repair.

2.5 Faults and items (including faults that arise from certain liquid and physical damage and tampering) that are not covered by any consumer guarantees or manufacturer’s warranties will be assessed as non-warranty repairs. An inspection fee of \$49.50 will apply for all phones that we assess as non-warranty.

2.6 Dodo and its agents reserve the right (subject to your statutory rights against us under the Australian Consumer Law) to make the final judgment on the approval of any warranty claims.

2.7 Dodo takes no responsibility for any goods lost or damaged whilst in transit. As mobile phones are fragile, you agree to ensure that any repairs sent to us are packed appropriately before sending the goods in for service.

2.8 Any unrepaired goods returned from the repairer will be sent directly back to you. Due to the high costs associated with repeated dispatch of the same hardware, if Dodo has attempted to deliver your unrepaired goods to you on two occasions but in both instances you have failed to accept delivery of the unrepaired goods, then you acknowledge and agree that Dodo will stop any further delivery attempts and dispose of the unrepaired goods.

3. Service and Repair Fee

3.1 We may determine that additional works are required on your product. In such circumstances, you will be charged an additional fee for Dodo to undertake the additional work. Dodo will inform you of these additional fees prior to commencing the work. If you don't want to proceed with the additional work, Dodo will return the products to you. However, any inspection fee charged under clause 2 will still apply.

4. Personal Information

4.1 We collect your personal information to enable us and our agents to contact you in relation to the servicing or repairing of your product. If you do not provide the personal information we require to carry out the repairs on your product, we may not be able to carry out these repairs.

4.2 All personal information we collect from you will be dealt with in accordance with the Privacy Act 1988.

5. Details

Full Name: _____

Contact phone number: Business Hours: _____

Contact phone number: After Hours: _____

Phone Model: _____

IMEI number: _____

Dodo Customer ID: _____

By leaving my product to be serviced, I agree to the service terms above.

Please sign here:

Date: