



AFFORDABLE ISTORE LLC WARRANTY INFORMATION

I. LIMITED 1-YEAR WARRANTY TERMS

A. DEFINITION OF COMMON TERMS

1. "Us", "We" and "Our" - Refers to and represents the business Affordable iStore LLC.
2. "You" and "Your" - Refers to the end-user or current owner of the product which was purchased from Affordable iStore LLC.
3. "Accessories" - Refers to supplemental items for use with with a computer or mobile device including (but not limited to) MagSafe chargers, lighting cables, usb wall blocks and cases.
4. "Computer" - Refers to any iMac, Mac Mini, Mac Pro, MacBook, MacBook Pro or MacBook Air computer.
5. "Mobile Device" - Refers to any iPhone, iPod, iPad or Apple Watch device.
6. "Product" - Refers to any item sold by Affordable iStore. This includes but is not limited to computers, mobile devices, accessories and more. This does not include repair services.
7. "Inspection Sheet" - Refers to the document which details the cosmetic condition and functionality of your product(s). This document is not customer facing and belongs solely to Affordable iStore LLC.

B. COMPUTERS, MOBILE DEVICES, ACCESSORIES & OTHER PRODUCTS

1. Length of Warranty:
 - a) The warranty period for your product(s) begins at the time of purchase and lasts for 365 days (1 year). This period may be extended to up to 4 years (1,460 days) by special promotions.
2. What Your Warranty Covers:
 - a) This warranty is provided for your product which was purchased from Affordable iStore LLC. This warranty covers, during the warranty period, any component failure or unit malfunction which was a result of defective parts or components in your product(s) that was purchased from us. This means that if your product(s) does not work as intended and the product was not abused after you received it, then the defect or malfunction is covered under our warranty.

3. What Your Warranty DOES NOT Cover:

- a) This warranty does not cover any blemishes, defects, malfunctions or component failures in your product(s) which have been caused by physical damage, liquid damage or improper use of your product(s) after you have purchased and received your product(s).
- b) For example, some cases where we would not cover a product by warranty would be:
 - (1) If you drop your iPhone and crack the screen.
 - (2) If you spill your drink on your MacBook's keyboard.
 - (3) If you leave your iMac plugged in during a thunderstorm and a power surge causes damage to it.
- c) This warranty does not cover any software, even if packaged or sold with your product(s). This includes but is not limited to the operating system, firmware or any application therein.

4. What Will VOID Your Warranty:

- a) If you physically open and/or attempt to internally repair your computer, mobile device, accessory or other product unless expressly authorized via written document physically signed by an Affordable iStore LLC store manager or store owner.
- b) If you have your product(s) repaired by any repair facility other than Affordable iStore LLC unless expressly authorized via written document by an Affordable iStore LLC store manager or store owner.
- c) If you attempt to hack or otherwise modify your computer or mobile device's firmware or operating system in any way. This can cause damage to your product(s) hardware or components and will not be covered under warranty.

5. How Affordable iStore LLC Will Resolve Your Warranty Claim:

- a) If you submit a warranty claim to Affordable iStore LLC during the warranty period for your product(s), Affordable iStore LLC will, at its discretion, do one or more of the following:
 - (1) Repair your product(s) to a functioning and reliable state equivalent to or better than your product at the time of purchase (as described by its Inspection Sheet for applicable computers and mobile devices) using new or previously used parts equivalent to or better than the cosmetic quality of those that were on your product(s) at the time of purchase.
 - (a) This means that we will fix the defect or malfunction in your product(s) and it will look and perform just as good as or better than when you bought it from us.

- (2) Replace your product(s) with the same model (or with your consent a product that has similar or better functionality) after either up to three (3) attempts have been made to repair your product(s) or the product(s) is deemed by Affordable iStore LLC to be non-repairable.
 - (a) This means that if your product(s) can be fixed then we may try to fix it up to three times before replacing the product(s) for you.
- (3) Refund you up to the purchase price of your product(s) if your product(s) cannot be repaired or replaced.

6. How To Claim Warranty On Your Product(s):

- a) Affordable iStore LLC will provide warranty service through either Carry-In service or Mail-In service. This means that the customer has the option of either bringing in their device to fulfill a warranty claim, or mailing it to Affordable iStore LLC.
- b) The customer must describe the problem they are experiencing. The customer must provide their name, phone number, email or other contact method. Additionally, the customer must express a desire to file a warranty claim and provide a name for communication purposes.

II. EXTENDED 4-YEAR WARRANTY TERMS

1. Warranty Terms and Exceptions

- a) Affordable iStore LLC will provide additional warranty coverage available at the time purchase for an additional fee if desired. This extended warranty will include the same coverage as our 1-year limited warranty (stated above) with some exceptions.
 - (1) Warranty claims made on consumable items such as batteries may be subject to a small service fee. This service fee covers the cost of the battery as well as the service to install the battery. No other fees will incur from a claim.
 - (2) Warranty claims made on batteries following the initial 1-year warranty (first 365 days of warranty service) will be subject to the service fee as stated above. This means that any warranty claim made relating to the battery of a computer sold from Affordable iStore LLC beyond the initial 365 day warranty period will cost the customer a service fee.