

# Repair conditions

**Salt.**  
Internet.TV. Mobile.

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We will repair or replace your product if the defect is due to the manufacturing process, the design of the product or the material used.

If your product is replaced, you will receive the same model. If this model is no longer part of the range, you will receive an equivalent successor model. The decision on whether your product will be repaired or replaced is at the discretion of Salt.

The following warranty periods apply if your product is repaired or replaced:

- If there are over three months left on your warranty, it will expire on the original warranty end date.
- If there are under three months left on your warranty, you will receive a three-month warranty on the repaired or replaced parts.
- If your warranty has expired when you send in your product for repair, you will receive a three-month warranty on the repaired or replaced parts.

Your warranty will cover the repaired or replaced parts of the hardware and software. It starts for the period mentioned above on collection or receipt of your product, depending on whichever is later.

The warranty does not cover wear or the consequences of inappropriate handling, damage or repairs carried out by you or third parties. It also does not cover damages caused by external factors such as violent impacts, damage caused by dropping or falls, damage due to liquids, chemicals, dust, extreme heat, extreme cold, etc.

## Before sending

Back up your data.

When a product is repaired or replaced, the data saved on it will usually be lost. You should therefore back up your data beforehand. Salt accepts no liability for lost or corrupted data on devices/accessories or external storage media. If you need help with backing up your data, please visit your local Salt Store.

Remove all accessories.

Cases, protective glass, SIM cards and other accessories will be removed when carrying out the repair as they are not part of the device and may interfere with a thorough examination.

Salt accepts no liability for the loss of or damage to these accessories or for damage to the device caused by removing the accessory.

Deactivate "Find My iPhone"

Before sending in your device for repair or before returning a loan device, you must deactivate the "Find My iPhone" and/or "Find My Mobile" service.

If this service is not deactivated, it will not be possible to carry out the repair. If "Find My iPhone" and/or "Find My Mobile" are still activated during the repair process, your device will be returned to you without being repaired. You will also be charged a fee of CHF 60.- and be billed for the cost of any repair work already performed.

If a loan device is returned with the "Find My iPhone" and/or "Find My Mobile" service active, we reserve the right to charge you for the value of the loan device.

## Sending the device/accessories to a service centre

If you have registered your product for repair, print out the returns label and use it to send your product to the service centre. It will be sent free of charge via Swiss Post's B Mail service. The general terms and conditions of Swiss Post (see [www.post.ch](http://www.post.ch)) apply for this shipping. If you think that your package has been lost, send an email to [logistics@salt.ch](mailto:logistics@salt.ch) so that we can track the shipping status with Swiss Post. If Swiss Post confirms to us in writing that your package has been lost, we will replace your product.

## How will your product be inspected?

The warranty inspection and repairs will be carried out by the service centre authorised by the manufacturer.

If the defect is not covered by the warranty, we will inform you of this as quickly as possible. If this is the case and you do not want to pay for the repair, you have two options:

- We will return the product to you without repairing it. We will charge you a fee of CHF 60.- for transport, fault diagnosis and processing.
- OR
- We will dispose of it for you free of charge.

## How long does the repair take?

Normally your product will be returned to you within 14 days. However, we are not able to provide any guarantee for this time period. Delays are possible if spare parts are not available, if a warranty claim is rejected or if further details need to be clarified. We accept no responsibility for the duration of the repair.

However, we will, of course, provide you with a loan device, if one is available, that you can use while you are waiting. We can only loan you one device while your product is being repaired.

## Return of your product

Your product will be returned by post to the address you provided.