

Mobile Palace is bound by the NSW Department of Fair-trading obligations for product exchange and refund. All products are provided with a 3 months' manufacturer's warranty. Any claim for warranty may be subject to inspection by the supplier or manufacturer, which may take up to 30 days.

**Please note that your warranty does not cover:**

- Fair wear and tear
- Misuse or abuse
- Damage either accidental or otherwise
- Failure to follow the manufacturer's instructions
- Consequential damage
- Incorrect choice

Warranty claims for repairs, covers the parts/labour provided in that service and do not cover any other component or item not included on the receipt of payment.

**Warranty on repairs is immediately void if:**

- The item has been physically damaged (either accidentally or otherwise)
- The item has been liquid damaged prior to or post repair
- A third party has attempted to repair the device (including an attempt by the customer to repair the device)

**Electronic Devices** (Excluding Phones) such as chargers, cables, selfie sticks, tripods, data cables, wireless chargers, ear phones, head phones, wireless head phones, wireless ear phones, Bluetooth devices and similar items, if found faulty within 15 Days of purchase are refundable. Customer can choose a 100% refund or replacement product valued up to 1.5 times or a credit note valued at 1.5 times of purchase value. If purchase was made more than 15 days ago, we will have to cover the product under warranty and customer can choose either a replacement or a credit note.

**Mobile Phones** (New, Refurbished or 2nd Hand), If found faulty are to be covered under warranty. Refund does not apply.

**Refunds and Returns**

In case of any sort of refund enquiries please email us at [admin@mobilepalace.com.au](mailto:admin@mobilepalace.com.au) . As due to the security and financial reasons, none of the retail staff members including the store managers are authorised to issue any sort of refund from store directly.

**Service, labour and booking fees**

Service, labour and booking fees is applicable to all devices we fix and depends on what device it is and cost of the total repair. Absolutely minimum service labour and booking fee is \$59 and can range up to \$259 depending on the device and it is non-refundable. The cost of the part fixed, repaired, or replaced is different to service, booking and labour fee.

If you have any concern or any disagreement on the above, please emails us a detailed reason for a disagreement or a concern on [admin@mobilepalace.com.au](mailto:admin@mobilepalace.com.au)

Please see ACCC guidelines online