



## TERMS AND CONDITIONS OF WARRANTY

This warranty applies on all Alpen Spark services against defects in materials and workmanship when used normally in accordance with Apple© published guidelines.

This Warranty does not apply:

- to consumable parts, such as batteries that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports;
- to damage caused by use with another product;
- to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause;
- to damage caused by operating the serviced product outside its manufacturer's published guidelines;
- to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Alpen Spark;
- to defects caused by normal wear and tear or otherwise due to the normal aging of the serviced product.

IF YOUR ALPEN SPARK IPHONE IS CAPABLE OF STORING SOFTWARE PROGRAMS, DATA AND OTHER INFORMATION, YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE INFORMATION CONTAINED AND AS A PRECAUTION AGAINST POSSIBLE OPERATIONAL FAILURES.

### CUSTOMER CARE SERVICE

All returns should be requested by email before sending your phone back. Unidentified items will be returned to the sender. You will find your Serial Number on your warranty card.

Please email: [customercare@alpenspark.com](mailto:customercare@alpenspark.com)

## CONTACT ALPEN SPARK

If you would like to contact us for a general inquiry, please email us at [\*\*info@alpenspark.com\*\*](mailto:info@alpenspark.com).

Alternatively you can telephone us or talk on Whatsapp on +41 22 930 08 08. We are open from 10am to 5.30pm (Swiss time), Monday to Friday.