



Terms and Conditions Sales and Repairs

Sales

- All merchandise sales are final and non-returnable unless defective.
- A defective product may only be exchanged within 14 days for an identical product. If an identical replacement is not available, an exchange for a product with comparable features and performance may be authorized at the sole discretion of Mad Genius.
- Please contact product manufacturers directly for additional warranty support.
- We reserve the right to refuse service to anyone for any reason at any time.
- We reserve the right to limit the quantities of any products, services or promotions that we offer.
- We reserve the right to discontinue or modify any product, service or promotion at any time without notice, at our sole discretion.
- All descriptions of products or repairs, or pricing, are subject to change at any time without notice, at our sole discretion.

Repairs

- We stand behind the work of our experienced technicians with a comprehensive 90 day parts and labor guarantee. Pure and simple, if something is wrong or not to your liking, please give us an opportunity to make it right.
- Payment will be collected at time of repair check-in/authorization, and is held as deposit and authorization for repair.
- Our guarantee does not apply: (a) to consumed parts, such as exhausted batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product or device; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause (e) to damage caused by operating the product or device outside of the manufacturers published guidelines; (f) to damage caused by service performed by any person or company other than Mad Genius; (g) to damage caused during the course of repair due to pre-existing issues; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the product or device.
- Payment for liquid damage remediation is for the labor invested in the recovery attempt. There is no guarantee of full/partial functionality restoration, and our satisfaction guarantee is not applicable if any functionality is subsequently lost. Electronics do not like liquid.
- Mad Genius is not responsible for any issue that isn't noted and agreed to on check-in.
- Mad Genius is not responsible for any damage or data loss that may occur during the course of repair.
- Data loss can occur at any time during repair or data transfer. Therefore, Mad Genius recommends backing up data prior to checking in a computer or mobile device for any service or repair. Mad Genius and its employees make no guarantees as to the integrity or recoverability of any data. Mad Genius makes no warranty as to the success of any recovery attempt thereof or whether any of the data, programs, or other information on the device can or will be recovered, either in whole or in part, nor whether such data, programs, or information may be usable after the recovery process.
- The privacy of your personal information and data is important to us. We will only access your personal data stored on your device as needed in the course of performing the service you've requested from us. Your personal data will not be permanently copied to any data storage device owned by Mad Genius. We recommend and make available for purchase data storage devices for backing up your data before we perform a service. You are not obligated to purchase a backup device from us and may provide your own.
- We may provide you with access to third-party software utilities which we neither monitor nor have any control nor input. You acknowledge that this access is "as-is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. Mad Genius will have no liability whatsoever arising from or relating to your use of third-party software.
- We use only Grade A quality parts, obtained from OEM suppliers. These parts are provided a 90 day warranty by Mad Genius, but they may not be eligible for any warranty or service from the device manufacturer. We are not responsible for any manufacturer warranties or voiding of such by performing a repair service with Mad Genius. There may be some features changed or performance differences after repair, or potentially after a software update issued by the manufacturer. By authorizing a repair, you acknowledge this. Please ask your technician at check-in if you have any concerns about feature/performance changes.
- Any deposit or device left for 30 days past service authorization or completion will become the property of Mad Genius, unless advance arrangements are noted by a technician at check-in.

Privacy

- Mad Genius retail as well as our website <https://www.madgenius.tech> may ask you for certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name, telephone number, email address, or product serial number.
- We may use your personal information to contact you at your request or with newsletters, marketing or promotional materials. You are not obligated to receive these communications and can unsubscribe at any time.
- Please see the Repairs section above for details on how your personal information is treated during a repair.

These policies have been updated as of July 1st, 2020 and may be updated at any time, without notice, at our discretion.

You acknowledge and agree to these Terms and Conditions to transact any sale or service with Mad Genius.