



## REFUND POLICY

**SBE LTD | MYMOBILEREPAIR.CO.UK | MYDEVICE.REPAIR**

We have selected Worldpay to manage the processing of payments on our website. Worldpay are trusted and used by thousands of businesses, big and small, in many parts of the world and are recognised as a secure and easy-to-use payment solution over the Internet. We accept a wide selection of cards including Visa, Mastercard, Maestro & American Express.

### 1. REFUNDS

There are two types of refunds: full refunds and partial refunds. The type of refund you may be eligible for depends on the reason for the refund. There are three potential reasons for refunds, as described below.

#### a. Cancellation by the Customer

You have a right to cancel your repair order before the repair takes place and be provided with a full refund. However please note that, since our systems are automated, repairs usually start immediately after the quote is accepted and paid by the customer. As the repair is specific to your device, and by its very nature cannot be reversed, no refunds will be provided once the repair has started. This does not affect your statutory rights.

#### b. Cancellation by the Company (SBE Ltd)

If the repair cannot be completed for reasons beyond the control of the Company (e.g. the device is damaged beyond repair, or parts are no longer available from the manufacturer of the device), the Customer will receive a refund as per clause 5.2 of our Terms & Conditions, namely:

- A full refund if the Customer decides not to have the device returned to them (i.e. SBE will securely dispose of or recycle the device)
- A partial refund if the device is returned unrepaired to the Customer. In this case, the amount of the refund will be the amount paid by Customer deducting the handling fee (where applicable).

#### c. Overpayment

If the Customer has overpaid on his repair order (e.g. the repair quote was revised as per clause 5.6 of Terms & Conditions), the Customer will receive a partial refund of the amount that was overpaid to SBE.

### 2. HOW LONG DOES A REFUND TAKE?

We will refund your account immediately after we have processed the order cancellation, although this can take up to 10 working days to show in your bank or credit account. Alternative payment methods can take longer.

### 3. CAN I HAVE A RECEIPT?

Yes. You will receive a confirmation of your payment on your screen after you make the payment. This will display your unique transaction number. You will also receive an email confirming the payment has been successful.