

Koodo Mobile

Standard Warranty

Refreshed phones*

Koodo Mobile hereby warrants, subject to the conditions herein below set forth in paragraphs numbered "1" through "8", that should this product become defective by reason of improper workmanship or material during the specified warranty period, an authorized service centre will repair or replace the necessary parts without charge for either parts or labour.

- 1) For a period of 90 days from purchase from Koodo Mobile or an authorized Koodo Mobile distributor, an authorized service centre will repair or replace the affected refurbished phone without charge for parts or labour.
- 2) For a period of 90 days from purchase from Koodo Mobile or an authorized Koodo Mobile distributor, a service centre will repair or replace the affected accessory(ies) (i.e., cables, cords, battery chargers, and batteries), without charge for parts or labour, provided that such express warranty for batteries is not valid if, (i) any of the seals on the battery are broken or show evidence of tampering or, (ii) the battery is used in equipment other than the refurbished phone for which it is specified. This express warranty for batteries does not cover any defect caused by the batteries being charged by other than Koodo Mobile approved battery chargers specified for the battery type.
- 3) This warranty applies to the refurbished phone bundle from the date of purchase from Koodo Mobile or an authorized Koodo Mobile distributor. THE OWNER MUST FURNISH PROOF OF SUCH PURCHASE TO RECEIVE ANY SERVICE FROM THE AUTHORIZED SERVICE CENTRE. Further this warranty does not cover the cost of removal or reinstallation or costs associated with the operation of this refurbished phone or any other charges levied by Koodo Mobile; any damage due to accident, misuse, abuse or negligence; any liquid damage; any damage suffered through environmental conditions; improper testing, maintenance, operation, installation, adjustment or any alteration or modification of any kind; breakage or damage to an antenna unless caused directly by defects in material or workmanship.
- 4) The serial number on the refurbished phone must not have been altered or removed. The refurbished phone must not have been operated contrary to the instructions contained in the owner's manual or by the applicable government body regulating and governing the use of such radio communications equipment, or used as a rental unit at any time prior to or after purchase at retail. The opinion of Koodo Mobile with respect to this matter shall be final.
- 5) The refurbished phone must be shipped, prepaid, or delivered to one of the authorized service centres in Canada in either its original package or similar package affording an equal degree of protection and with instructions indicating a location within Canada to which the refurbished phone must be returned. The repaired refurbished phone will be returned to the customer prepaid. All accessories that are enclosed with the refurbished phone must be individually listed on the packing slip for the shipping documentation. The authorized service centre shall not have any liability whatsoever for loss or damage to such accessories if they are not listed. Defective accessories should be returned to the authorized service centre as a separate repair item.
- 6) This warranty does not extend to broken or damaged cabinets, accessories (except as provided herein), exposed antenna, and to parts wearing out due to wear and tear. This warranty does not cover regular product maintenance such as cleaning, lubrication, or check-ups. This warranty is valid only in Canada for products purchased from Koodo Mobile or an authorized Koodo Mobile distributor.
- 7) This warranty does not extend to persons other than the original purchaser who purchased the refurbished phone from Koodo Mobile or an authorized Koodo Mobile distributor.
- 8) If a replacement refurbished phone or accessory is given to a client in exchange for a defective product of the same model and type as part of a repair transaction through an authorized service centre, the remaining warranty on the defective product shall transfer to the replacement product.

Koodo Mobile is a trade name of TELUS Communications Company.

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, NO OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS REFRUBISHED PHONE BUNDLE; UNDER NO CIRCUMSTANCES SHALL KODOO MOBILE OR THE AUTHORIZED SERVICE CENTRE BE LIABLE FOR CONSEQUENTIAL DAMAGES SUSTAINED IN CONNECTION WITH SAID UNIT AND NEITHER ASSUMES NOR AUTHORIZES ANY REPRESENTATIVE OR OTHER PERSON TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY OTHER THAN SUCH AS EXPRESSLY SET FORTH HEREIN.

EXTENSION OF WARRANTY PERIOD

When a repair is made, an extra 90-day service warranty is given to the labour and parts of the repair concerned.

The warranty repairs or replacements do not affect the original warranty conditions, which are determined by the date of purchase.

Note: As warranty is automatically registered, no further action is required by the consumer. For more information on sending your phone to an Authorized Service Centre please visit a Koodo Shop or call Koodo Customer Service at 1-866-99-KOODO.

*Previously enjoyed phones.