

# LY Repairs – Terms & Conditions

**Effective Date:** 11 July 2026

Welcome to LY Repairs. By using our services, you agree to the following Terms & Conditions.

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## 1. About LY Repairs

LY Repairs provides electronic diagnostics, repair, maintenance, upgrades, soldering services and related technical services for consumers and businesses.

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## 2. Estimates & Diagnostics

There is a flat fee for the time spent on your device. If we make any repairs to your device, you won't have to pay the £25 fee. Any quotation provided is an estimate based on the symptoms described and initial inspection.

If additional faults are discovered during the repair process, we will contact you before carrying out any additional chargeable work.

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## 3. Repair Approval

No repair work will begin until the customer has agreed to the quoted price.

Quotes remain valid for 30 days unless stated otherwise.

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## 4. Payment

Payment is due before collection or dispatch of the repaired item.

Ownership of repaired items remains with LY Repairs until payment has been received in full.

Accepted payment methods will be advised before completion.

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## 5. Postal Repairs

Customers are responsible for packaging their items securely.

We strongly recommend using a tracked and insured postal or courier service.

LY Repairs cannot be responsible for items lost, delayed or damaged before they arrive at our workshop.

Our responsibility begins once your parcel has been delivered to us.

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## 6. Return Shipping

Repaired items will be packaged securely before dispatch.

Where tracking is provided, customers should monitor the delivery.

Once an item has been handed to the courier or postal service, delivery times are outside our control.

Where applicable, any compensation for parcels lost or damaged during return delivery will be limited to the compensation available through the shipping provider unless otherwise required by UK consumer law.

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## 7. Warranty

Unless otherwise stated, repairs include a **90-day workmanship warranty**.

The warranty covers only the specific repair carried out.

The warranty does not cover:

- Physical damage
- Liquid damage
- Accidental damage
- Misuse
- Power surges
- Customer tampering

- Software corruption
- Virus or malware infections
- Faults unrelated to the original repair

Replacement parts may carry different warranty periods depending on the supplier.

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## 8. Data

Customers are responsible for backing up all data before submitting a device.

Although every effort is made to preserve data, LY Repairs cannot guarantee that files, software, photographs or personal information will remain intact.

LY Repairs accepts no responsibility for data loss during diagnosis or repair.

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## 9. Water Damaged Devices

Liquid damaged devices are repaired on a best-effort basis.

Successful cleaning does not guarantee long-term reliability.

Additional faults may appear after repair due to corrosion that already existed before the device arrived.

No warranty is provided on liquid damage repairs unless specifically agreed in writing.

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## 10. No Fix, No Fee

If we cannot repair your device, no labour charge will apply. See section 2. Diagnostic or return postage charges may still apply.

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## 11. Customer Supplied Parts

If customers provide their own replacement parts:

LY Repairs cannot guarantee compatibility, quality or reliability.

No warranty is provided on customer supplied parts.

Labour charges remain payable even if the supplied part is faulty.

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## 12. Existing Damage

Devices may already contain hidden faults, previous repair attempts or internal damage.

LY Repairs cannot be held responsible if these pre-existing issues prevent successful repair.

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## 13. High Risk Repairs

Certain repairs carry increased risk including:

- Micro-soldering
- Motherboard repairs
- Liquid damage
- Corrosion removal
- Console HDMI repairs
- Connector replacement

By authorising these repairs, customers acknowledge there is a small possibility that the device may become beyond economical repair despite all reasonable care being taken.

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## 14. Abandoned Devices

Devices not collected within **90 days** of notification may be treated as abandoned.

LY Repairs reserves the right to dispose of, recycle or sell abandoned items to recover storage and repair costs where legally permitted.

Reasonable attempts will be made to contact the customer before this happens.

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## 15. Parts Availability

Repair times depend upon supplier availability.

Estimated completion dates are not guaranteed.

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## 16. Customer Passwords

Customers may be asked to provide passwords or PINs solely for testing purposes.

Passwords are kept confidential and deleted after testing wherever possible.

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## 17. Refusal of Service

LY Repairs reserves the right to refuse repair work where:

- A device has been deliberately modified in an unsafe manner.
  - Repairs would be unlawful.
  - Abuse or threatening behaviour is directed towards staff.
  - Payment fraud is suspected.
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## 18. Limitation of Liability

To the maximum extent permitted by UK law, LY Repairs shall not be liable for:

- Indirect or consequential losses.
- Loss of profits.
- Loss of business.
- Loss of data.
- Loss of income.
- Loss of opportunity.

Nothing within these Terms limits liability where such limitation is prohibited by law, including liability for death or personal injury caused by negligence, fraud, or any rights that cannot legally be excluded under UK consumer legislation.

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## 19. Privacy

Any personal information collected will only be used for providing repair services, communicating with customers and meeting legal obligations.

Customer information will never be sold to third parties.

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## 20. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

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## 21. Contact

### **LY Repairs**

Email: [younglee468@gmail.com](mailto:younglee468@gmail.com)

Mobile : 07702308163

Website: <https://www.lyrepairs.co.uk/>

By using LY Repairs' services, booking a repair or sending an item to us, you confirm that you have read, understood and agreed to these Terms & Conditions.