



Repair Disclosure, Shipping, Storage & Right to Repair Notice

1. Customer Authorization & Agreement

By submitting, shipping, or delivering a device to Horizon Electronics Repair, you acknowledge that you have read, understand, and agree to be legally bound by these terms and conditions.

2. Data Loss & Backup Responsibility

Customers are solely responsible for backing up all data prior to service. Horizon Electronics Repair is not responsible for any data loss, corruption, or software issues.

3. Pre-Existing Conditions

Devices with physical damage, liquid exposure, corrosion, or prior repair attempts may fail during or after service. Horizon Electronics Repair is not liable for issues caused by pre-existing conditions.

4. Limited Warranty

Repairs may include a limited warranty covering parts and workmanship unless stated otherwise. Warranty does not cover misuse, accidental damage, liquid exposure, or unauthorized modifications.

5. Diagnostic Fees

Diagnostic fees, when applicable, are non-refundable and may apply if a repair is declined or the device is deemed non-repairable.

6. Assumption of Repair Risk

Electronic repairs carry inherent risks including component failure or discovery of additional defects.

7. Shipping, Transit & Mail-In Repair Requirements

Devices shipped to or from Horizon Electronics Repair are transported at the customer's risk. Horizon Electronics Repair is not responsible for loss, theft, or damage occurring during shipping or transit. Customers are strongly encouraged to use insured shipping with tracking. For mail-in repairs, customers are responsible for following Horizon Electronics Repair's Mail-In Repair Checklist, available on our website. Failure to follow the checklist may result in delays, additional fees, or denial of shipping-related claims.

8. Storage Fees, Final Notice & Abandoned Devices

Devices not retrieved within ninety (90) days after service completion may be considered abandoned. A storage fee of \$29.99 per month accrues after notification. Horizon Electronics Repair will make a final reasonable attempt to notify the customer using the contact

information provided prior to disposal. After the abandonment period, Horizon Electronics Repair may recycle, resell, or otherwise dispose of the device to recover costs, in accordance with Indiana law.

9. Payment Terms

Payment for all services, parts, diagnostics, shipping charges, and accrued storage fees is due prior to release of the device.

10. Right to Repair Notice

Horizon Electronics Repair complies with applicable Right to Repair principles. Customers may request replaced parts unless prohibited by law or manufacturer policy.

11. Acceptance of Terms

Submission of a device constitutes acceptance of this agreement whether delivered in person, shipped, or submitted through a third party.