

# Warranty overview

\* The mentioned period starts from the date of receipt.

\*\* Note: Please test display before assembly!

Reason for return	Parts	Accessories	Tools	Devices
Defective	<p><b>Lifetime warranty:</b> Genuine Apple parts and all parts of quality: Factory standard, Pulled, Refurb, In-cell, Compatible (Soft/Hard/Budget).</p> <p><b>3 months warranty (if in original packaging**):</b> All parts of quality 'original', except genuine Apple parts.</p>	<b>12 months</b> warranty for all brands.	Electronic tools <b>12 months</b> . Other tools <b>6 months</b> .	A+, A, B grades: <b>12 months</b> . C+ en C grades: <b>6 months</b> .
Wrongly ordered	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*
No longer needed	Notice within <b>30 days</b> .*	Promiz and Impact: <b>180 days</b> . Other brands: <b>90 days</b> .	Notice within <b>30 days</b> .*	Notice within <b>30 days</b> .*
Error-delivered	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*
Article missing	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*
Overdelivered	Notice within <b>30 days</b> .*	Notice within <b>30 days</b> .*	Notice within <b>30 days</b> .*	Notice within <b>30 days</b> .*
Wrong information on site	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*
Article incomplete	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*	Notice within <b>5 working days</b> .*
Transport damage	Notice within <b>24 hours</b> .*	Notice within <b>24 hours</b> .*	Notice within <b>24 hours</b> .*	Notice within <b>24 hours</b> .*
Shipment not received	Notification within <b>14 days</b> of receipt as per tracking.	Notification within <b>14 days</b> of receipt as per tracking.	Notification within <b>14 days</b> of receipt as per tracking.	Notification within <b>14 days</b> of receipt as per tracking.
Shelf-change		RMA creation only possible by account manager.		
Gesture of goodwill	Request within <b>90 days</b> .	Request within <b>90 days</b> .	Request within <b>90 days</b> .	Request within <b>90 days</b> .



## Some conditions

1. You can only request an RMA via Mobileparts.shop.
2. If you want to send an (approved) RMA, it must be sent by post.
3. We keep rejected parts for three months. If you want them back, please email [returns@2service.nl](mailto:returns@2service.nl). The cost will be yours. This applies to:
  - Parts not returned via the online RMA submission.
  - Components rejected after review.



Want to learn more about  
our return policies?  
Scan this code.



## Easily request a return in 5 simple steps

1. Log in to Mobileparts.shop.
2. Click on 'Returns' on the homepage.
3. Click "New RMA" to initiate a return request.
4. Find supplied product(s) and add them to the return list.
5. Submit list.

