

Warranty overview



mobileparts · shop

Santkamp 5 | 6836 BE Arnhem | The Netherlands

Reason for return

Parts

Accessories

Tools

Devices

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

* he mentioned period starts from the date of receipt.

** Note: Please test display before assembly!

*** Returns are only accepted if the item is fully sealed in its original, unopened and unmarked packaging. Once the seal is broken, the item is no longer eligible for return or warranty, even if unused or uninstalled.



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. 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.