

Service Policy

Payment Options

We take a \$50 NON-REFUNDABLE deposit on all items that come in. Deposits can be made by any form in which we take payment. The deposit amount will be put against amount owing once repair is complete. It is the customer's responsibility to inquire about their payment options and abide by our rules and regulations in regard to the payment of their repair.

All invoices are set on a 30-day payment terms basis. Yoshi's PC & Electronic Services will give the customer multiple notices to make payment. If payment is not made within the 30 days, the device will be eligible for recycle.

Estimate and Repair Time

Many of the factors that determine the length of repair are beyond our control. As such, we will attempt to service your device as soon as possible in the order it was received. Many of our repairs are completed under 48 hours, however we offer no guarantees of how long the service will take. Any references to service times on our website or in promotional materials are our best estimates based on previous experience and are not meant to represent an exact time frame or offer any guarantees of service time.

Replacement Parts Procedure

If a service requires parts to complete, we will contact and inform you prior to ordering any parts. We will explain the part needed, why it's necessary, any associated costs, and give an estimate of when the part will likely arrive. Due to shipping times being beyond our control, our estimate is a best guess and is not intended to guarantee arrival by a specific time. If you would like to hold on to your device until parts come in, a non-refundable deposit of 50% of the cost of the ordered parts will be required. Yoshi's PC & Electronic Services will generally not use parts not purchased by Yoshi's PC & Electronic Services. This is due to our inability to verify that the parts are functional or will provide a good fit for your device. Any replacement parts not supplied by Yoshi's PC & Electronic Services are not covered by any kind of warranty or guarantee. By providing your own parts, you acknowledge that you understand and agree that any work we provide is not covered by the Yoshi's PC & Electronic Services Limited Shop Warranty or any other guarantee or assurance, explicit or implicit. You also agree to waive any liability for damage to your device caused by faulty parts or other part incompatibilities.

Repair Attempt Fee

We charge a repair attempt fee for most devices that involve motherboard repairs, data recovery or devices that had prior repair attempts. If repair is unsuccessful or data recovery is not possible, or the device was previously worked on before it arrived at our shop you will be charged a repair attempt fee ranging from \$50-\$100 to cover the time spent working on your device.

Repair Risks

Electronic repairs are unpredictable. Your device may be beyond repair or may be permanently damaged during repair and rendered useless. Circuit board components deteriorate over time and can fail without warning especially on liquid damage devices where components can short circuit, oxidize, corrode and rust over time.

Repairs on devices with glued-on screens involve prying the screen to access internal components. Screens are very delicate and can crack or break during the prying process. We are highly experienced, and the risk of screen breaking is minimal, but glass can break and risks do exist. Touch id / Face id on apple devices may fail during repair and deemed unusable. Although this is not common, it can happen depending on the device condition.

Integrated GPU on laptops and AIO computers can fail without warning especially on older devices with known GPU problems of any year make and model.

Yoshi's PC & Electronic Services is not responsible for these damages associated with repair risks.

Data

Yoshi's PC & Electronic Services does not guarantee the security or safety of your data. While we take every precaution possible to make sure the integrity of your data is unaffected, we cannot assume liability for any lost data as a result of services performed by Yoshi's PC & Electronic Services.

If we are aware that a procedure may result in loss of data, we will inform you of the possibility, what data may be affected, and will offer to back your data up at an additional cost. However, due to the complex nature of electronic devices, we cannot in advance predict what may happen to your data in every situation. We strongly encourage you to back up any important files and documents before you drop off your device for service.

Pickup time limit and storage

Due to our limited storage capacity, we will hold devices for up to 60 days after we contact you for pick up. After the 60 days period, if we have not heard from you, we will consider your device abandoned and Yoshi's PC & Electronic Services will have the right to sell the device to recover service cost and parts used to fix your device, or we'll recycle the device if it's non functional. We cannot guarantee that your equipment will not be discarded after the initial 60-day period, so it is critical that you pick up your equipment on time or make arrangements with Yoshi's PC & Electronic Services to store your equipment until you can pick it up. If you make arrangements to pick up after 60 days, you will be billed a storage fee of \$40 a month.

Please See our Website www.yoshipes.ca for Warranty Policy and this Service Policy.