



## Cellzier - Become a Profitable Reseller Program – Warranty & Return Policy

Effective Date: 5/5/2025




Entity: CELLZIER PTY LTD

ABN: 57 686 240 522

This Return & Warranty Policy outlines the terms under which Cellzier Pty Ltd (“we,” “our,” “us”) offers return and warranty services for products sold via our platforms, including phones, parts, accessories, and tools.

### 1. Product Warranty Coverage

We offer the following standard warranties (Australia only):

-  Mobile Phones (Refurbished): 6-Month Warranty
-  Repair Parts: 6-Month Warranty (excluding damage or misuse)
-  Accessories & Tools: 3-Month Warranty (excluding wear & tear or misuse)

All warranties cover manufacturer faults and defects only. Products showing signs of misuse, modification, physical damage, water damage, or improper installation are excluded.

### 2. International Warranty Exclusion

We do not offer any warranty, return, or replacement services for devices, parts, or accessories shipped or used outside of Australia. Customers outside Australia purchase at their own risk, and all support is considered void once the product leaves the country.

### 3. What's Not Covered

- Cosmetic wear and tear, including scratches or dents
- Software issues, viruses, or data loss
- Damage from drops, water, or heat exposure
- Incorrect installation or third-party modification
- Issues caused by improper usage or handling
- Devices sold “as-is” or marked as faulty

### 4. Dead-On-Arrival (DOA) Policy

A product is considered Dead-On-Arrival if it is non-functional due to shipping or manufacturer error, and is reported within 48 hours of delivery.

To qualify:

- You must provide an unboxing video clearly showing the sealed package being opened and the fault occurring immediately
- DOA returns without video proof will not be accepted

### 5. Return Instructions

To lodge a return, email [info@cellzier.com.au](mailto:info@cellzier.com.au) or open a ticket via discord with the following:

1. Your full name and order number
2. Reason for return or fault description
3. Clear photo(s) or video of the issue
4. Proof of purchase (invoice or confirmation email)

We will issue a return label (if applicable) and inspect the item before processing a repair, replacement, or store credit.

Please allow 5–7 business days for resolution once we receive your item.

## 6. Cosmetic Condition Disclaimer (Refurbished Devices)

Our refurbished devices are function-tested and graded:

- A+ / As New – No visible signs of use
- A / Excellent – Minimal surface wear
- B / Good – Minor wear and scratches
- C / Fair – Visible wear or cracking

Returns based solely on cosmetic expectations are not accepted. Buyers are expected to read grading descriptions carefully before purchasing.

## 7. Limitation of Liability

Cellzler Pty Ltd shall not be liable for any incidental, indirect, consequential, or special damages of any kind resulting from the use or misuse of any product, including but not limited to:

- Loss of data or profit
- Personal injury or harm during installation
- Business interruption or resale loss
- Device misuse or improper repair attempts

## 8. Abuse & Fraud Protection

We reserve the right to:

- Refuse returns suspected of fraud, tampering, or abuse
- Deny service to customers with excessive claims or repeated violations
- Ban users who abuse the warranty system

## 9. Summary

- Warranty valid only for products sold and used within Australia
- Devices must be returned in their original condition
- DOA claims require full proof (unboxing video)
- Cosmetic-only complaints do not qualify
- Claims are processed within 5–7 business days of receipt

If you have any questions or need support, please contact:

[info@cellzier.com.au](mailto:info@cellzier.com.au)

Cellzier Pty Ltd — ABN: 57 686 240 522

By purchasing from Cellzier, you agree to these warranty and return conditions.

Signed by:

Cellzier Pty Ltd

ABN: 57 686 240 522

A handwritten signature in black ink that reads "Cellzier Pty Ltd". The script is cursive and stylized, with the letters "Pty" and "Ltd" being particularly prominent and connected.