

WARRANTY POLICY

Last updated: August 2025

1. SWITCH Warranty Coverage

All products sold by SWITCH come with our own warranty coverage that covers manufacturing defects and hardware failures under normal use conditions. This warranty is provided by SWITCH, not by Apple or other manufacturers.

- iPhones & iPads: 1 year limited warranty (provided by SWITCH)
- Apple Watches: 1 year limited warranty (provided by SWITCH)
- Mac Computers: 1 year limited warranty (provided by SWITCH)
- Accessories: 90 days warranty (provided by SWITCH)
- Third-party products: Warranty as specified by manufacturer

Important: Our warranty coverage is separate from and in addition to any manufacturer warranties. SWITCH provides this warranty service directly to our customers.

2. What's Covered

The SWITCH warranty covers:

- Manufacturing defects in materials and workmanship
- Hardware failures under normal use
- Speaker and microphone problems
- Charging port and connector issues

3. What's Not Covered

The SWITCH warranty does not cover:

- Battery issues: Battery degradation, reduced capacity, or battery-related problems
- Software issues: Operating system problems, app crashes, data loss, or software-related malfunctions
- Damage caused by accidents, drops, or liquid exposure
- Unauthorized modifications or repairs
- Cosmetic damage (scratches, dents, etc.)
- Normal wear and tear
- Damage from extreme temperatures or humidity
- Use with unauthorized accessories

Important Note: Battery and software issues are common concerns but are not covered under our warranty. These issues should be addressed through the device manufacturer's support channels or authorized service providers.

4. Warranty Claims Process

To submit a warranty claim to SWITCH:

- Contact our SWITCH support team within the warranty period
- Provide proof of purchase and warranty information
- Describe the issue in detail
- Follow troubleshooting steps if provided
- Ship the product to our SWITCH service center if needed
- We will assess the issue and provide repair or replacement

Assessment Timeline: Once your warranty claim is submitted, our technical team will assess your device within 2-3 business days to determine if the issue is covered under warranty.

5. Extended Warranty Options

SWITCH offers extended warranty options for additional protection beyond our standard warranty period:

- SWITCH Care+: Extended coverage for Apple devices
- Accident Protection: Coverage for accidental damage
- Premium Support: Priority customer service
- Express Replacement: Faster repair/replacement service

6. Repair and Replacement

For valid warranty claims, SWITCH will either repair the product or provide a replacement of equivalent value. The complete warranty process timeline is:

- Assessment Phase: 2-3 business days (device evaluation and warranty validation)
- Repair/Replacement Phase: 5-10 business days (after assessment approval)
- Total Timeline: 7-13 business days (from claim submission to completion)

Service Details:

- Repairs are performed by SWITCH authorized technicians
- Replacement products are new or refurbished to new condition
- Shipping costs for warranty service are covered by SWITCH
- Warranty period is not extended for repairs or replacements

7. SWITCH Warranty vs. Manufacturer Warranty

SWITCH Warranty: Our own warranty coverage that we provide to customers who purchase from us.

Manufacturer Warranty: Apple and other manufacturers may offer their own warranties. These are separate from and in addition to our SWITCH warranty.

Customers may be eligible for both warranties, providing additional protection and service options.

8. Contact Information

For SWITCH warranty claims and support, please contact us:

- SWITCH Warranty Support Email: warranty@switchstore.shop
- Phone: +263 783 570 571
- Address: 07 Livingstone Ave, Harare
- Service Hours: Monday - Friday, 9:00 AM - 6:00 PM