

WHAT SHOULD I KNOW WHEN I EXCHANGE MY CURRENT DEVICE?

JUST RETURN IT AND TAKE A NEW ONE

When you use a device, it is subject to the wear and tear. Don't worry – you can return the old device and get a new one by signing a new Open Contract.



SMARTPHONE REQUIRES REPAIRS

When repairs are needed, we determine the price of your device (pursuant to the Open Contract and timing table) and use this amount to calculate the proportional repair costs (per price list).



Pictures are included for informative purposes only.

See the table to check how the value of your device decreases. When an Open Contract is terminated, repair costs are deducted from this amount. But if the device is damaged to the extent that it cannot be repaired (incl. ingress of liquids, passwords and other restrictions not removed, unauthorized repairs performed, etc.) or is not returned at all, this value has to be compensated.

HOW DOES THE VALUE OF A DEVICE DECREASE OVER TIME?

Months*	0-6	7-12	13-18	19+
Value	100%	80%	60%	40%

* Since entry into an Open Contract

HOW ARE REPAIR COSTS CALCULATED?

If you have a smartphone worth € 400 (100%), returning it after a year its value will be 60% (€ 240). If it is an iPhone with a damaged glass housing, the amount shown in the table below will be reimbursed, e.g. in the case of the iPhone 11, it will be € 211, while a smartphone from another manufacturer 35% of € 240 or € 84 will be reimbursed.

WHAT ARE THE REPAIR COSTS?	Smartphones												Tablets	Cash register
	Huawei, LG, Nokia, Sony, Samsung	iPhone 6S	iPhone 6S Plus	iPhone 7	iPhone 7 Plus	iPhone 8	iPhone 8 Plus	iPhone Xr	iPhone X	iPhone 11	iPhone XS/11 Pro	iPhone XS Max/11 Pro Max	Samsung, Huawei	Datakom Tiki-Taka Pay
No charger	25 €	40 €	40 €	40 €	40 €	40 €	40 €	40 €	40 €	40 €	40 €	40 €	25 €	25 €
No battery	12 %	-	-	-	-	-	-	-	-	-	-	-	0 %	109 €
Damaged glass housing	35 %	161 €	181 €	161 €	181 €	161 €	181 €	210 €	306 €	211 €	311 €	353 €	57 %	214 €
Electronic damage	35 %	337 €	363 €	354 €	386 €	390 €	440 €	445 €	600 €	445 €	600 €	650 €	35 %	259 €
Scratched, broken housing	23 %	337 €	363 €	354 €	386 €	390 €	440 €	445 €	600 €	445 €	600 €	650 €	23 %	84 €
Deformed housing	35 %	337 €	363 €	354 €	386 €	390 €	440 €	445 €	600 €	445 €	600 €	650 €	45 %	350 €
No buttons or buttons do not work	12 %	337 €	363 €	354 €	386 €	390 €	440 €	445 €	600 €	445 €	600 €	650 €	23 %	84 €