

What do you need to know when exchanging your current device for another?

✔ 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 Agreement.



– Smartphone requires repairs

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



How does the value of a device decrease over time?

The period of validity of the Open Agreement in months from the date of conclusion of the agreement

Table No. 1

Months	0–6	7–12	13–18	19–>
Value	100%	80%	60%	40%

The device value used to calculate the device repair charges, as well as the device value to be compensated by the customer if the device is irreparably damaged, including cases where the device shows signs of water or other liquid damage and/or passwords or other previously activated restrictions have not been removed from the device and/or the device has undergone unauthorized repairs outside the device manufacturer's authorized service center, or if the device is not returned upon termination of the Open Agreement for the LMT service.

How are repair costs calculated?

If you have a smartphone worth €400 (100%), after one year its value will be 60% (€240). If it is an iPhone with a damaged glass housing, the reimbursable amount shown in Table No. 2 will apply – for example, in the case of an iPhone 14, it would be €364, whereas for a smartphone from another manufacturer, 35% of €240, or €84, will be reimbursed.

Table No. 2	Smartphones, except Apple	Iphone								
		14	14 Plus	14 Pro	14 Pro Max	15	15 plus	15 Pro	15 Pro Max	16
No charger	€ 25,00	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30
No battery	12%									
Damaged glass housing*	35%	€ 364	€ 426	€ 426	€ 506	€ 364	€ 425	€ 425	€ 506	€ 378
Electronic damage	35%	€ 544	€ 791	€ 864	€ 926	€ 664	€ 791	€ 864	€ 926	€ 717
Scratched, broken housing	23%	€ 218	€ 218	€ 864	€ 926	€ 218	€ 218	€ 218	€ 218	€ 218
Deformed housing	35%	€ 544	€ 791	€ 864	€ 926	€ 664	€ 791	€ 864	€ 926	€ 717
Buttons do not work	12%	€ 544	€ 791	€ 864	€ 926	€ 664	€ 791	€ 864	€ 926	€ 717

Table No. 2	Iphone								Smart Cash Register
	16 Plus	16 Pro	16 Pro Max	16e	17	17 Pro	17 Pro Max	Air	
No charger	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 25
No battery									€ 109
Damaged glass housing*	€ 443	€ 443	€ 527	€ 330	€ 476	€ 476	€ 567	€ 476	€ 214
Electronic damage	€ 791	€ 864	€ 967	€ 570	€ 791	€ 969	€ 1027	€ 926	€ 259
Scratched, broken housing	€ 218	€ 218	€ 218	€ 218	€ 218	€ 218	€ 218	€ 218	€ 84
Deformed housing	€ 791	€ 864	€ 967	€ 570	€ 791	€ 969	€ 1027	€ 926	€ 350
Buttons do not work	€ 791	€ 864	€ 967	€ 570	€ 791	€ 969	€ 1027	€ 926	€ 84

Repair costs in EUR, incl. VAT.

* front or back side ("spiderweb" crack, crack visible in the display area)