

# Open Agreement

## 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).



Pictures are included for informative purposes only.

## 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	19–24	25–30	>30
Value	100%	80%	60%	40%	30%	20%

See the table to check how the value of your device decreases. When an Open Agreement 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 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 110, it will be € 211, whereas if it is a smartphone from another manufacturer: 35% of € 240 or € 84 will be reimbursed.

Table No. 2

	Smartphones, except Apple	iPhone 11	iPhone 11 Pro	iPhone 11 Pro Max	iPhone 12/13 mini	iPhone 12/13	iPhone 12/13 Pro	iPhone 12/13 Pro Max	iPhone 14
No charger	€ 25	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30
No battery	12%	-							
Damaged glass housing	35%	€ 276	€ 383	€ 448	€ 323	€ 383	€ 383	€ 448	€ 385
Electronic damage	35%	€ 474	€ 726	€ 800	€ 473	€ 599	€ 726	€ 800	€ 726
Scratched, broken housing	23%	€ 474	€ 726	€ 800	€ 403	€ 454	€ 589	€ 589	€ 516
Deformed housing	35%	€ 474	€ 726	€ 800	€ 473	€ 599	€ 726	€ 800	€ 726
No buttons or buttons do not work	12%	€ 474	€ 726	€ 800	€ 403	€ 454	€ 589	€ 589	€ 516

Repair costs in EUR, incl. VAT.

Tab. Nr. 2 (turpinājums)

	iPhone 14 Plus	iPhone 14 Pro	iPhone 15	iPhone 15 Plus	iPhone 15 Pro	iPhone 14/15 Pro Max	Samsung, Huawei	Datakom Tiki-Taka Pay
No charger	€ 30	€ 30	€ 30	€ 30	€ 30	€ 30	25	€ 25
No battery							0%	€ 109
Damaged glass housing	€ 450	€ 451	€ 535	€ 535	€ 535	€ 535	57%	€ 214
Electronic damage	€ 800	€ 935	€ 726	€ 800	€ 873	€ 935	35%	€ 259
Scratched, broken housing	€ 589	€ 735	€ 516	€ 589	€ 662	€ 735	23%	€ 84
Deformed housing	€ 800	€ 935	€ 726	€ 800	€ 873	€ 935	45%	€ 350
No buttons or buttons do not work	€ 589	€ 735	€ 516	€ 589	€ 662	€ 735	23%	€ 84

Repair costs in EUR, incl. VAT.