

WARRANTY CONDITIONS FOR USED DEVICES

1. These terms and conditions apply to a used device acquired from Telia Eesti AS. The device in question is like new, not brand new. Therefore, cosmetic damage or defects, such as scratches, spots or other signs of use may be present, or the packaging may have opening marks, etc., which shall not be considered a non-conformity with the terms of the contract. Cosmetic damage does not prevent the device from being used as intended, as all devices have been thoroughly inspected and are fully functional.
2. In matters not covered by the Terms, the parties shall be guided by Telia's General Terms and Conditions and the Terms and Conditions of the e-shop (available at www.telia.ee) and by the law.
3. **The name and address of the provider of the warranty against defects:** Telia Eesti AS (hereinafter: Telia), Mustamäe tee 3, Tallinn 15033.
 - 3.1. To exercise your rights under the Warranty Against Defects (hereinafter 'Warranty'), please contact your nearest Telia branch.
4. **Rights granted by the warranty:**
 - 4.1. Telia offers a 12-month warranty on a used device purchased from Telia. The warranty period starts from the date of purchase of the device. In the event of a warranty claim, Telia will repair the device or replace it with a second-hand model of equivalent value and equivalent level of usage free of charge. The replaced device will remain with Telia.
 - 4.2. In the case of the replacement of a used device during the warranty period, a new warranty of the same duration as the original warranty will not be given.
 - 4.3. The warranty does not cover damage or defects resulting from normal wear and tear or ageing, accident, misuse or negligent use, and Telia is under no obligation to remedy them free of charge. The warranty also does not cover:
 - a) wear parts, such as batteries, and protective coatings that are designed to wear out over time, unless the problem is caused by a defect in materials or workmanship;
 - b) cosmetic damage or defects, including but not limited to scratches, spots and broken plastic parts of ports, where the problem is not caused by a defect in materials or workmanship;
 - c) damage or defects resulting from use with a component or product which does not conform to the original specifications of the device being used;
 - d) liquid, moisture, electrical (overvoltage), mechanical or similar damage, damage or defects caused by errors in the software installed in the device, as well as damage or defects caused by improper or careless use.
 - 4.4. When making a claim under this warranty, you must also provide proof of purchase, if applicable.
5. **Your obligations prior to bringing the device in for warranty repair:**
 - 5.1. Before bringing a used device in for warranty repair, you must make a separate backup of the contents of the storage medium (data and settings) and remove all personal information and data. Telia shall not be liable for the preservation of any data and settings contained in the device but shall treat such data as confidential and shall take the necessary measures to ensure that the aforementioned data are not disclosed to third (unauthorised) parties. The contents of the storage medium may be erased during the warranty service (e.g., memory cards may be wiped, etc.) and the user/purchaser of the device is not entitled to make any claims against Telia as a result. Applications/personal accounts on the device must be password-protected for the security of the device user (data). **NB! In addition, the buyer will need to remove their Google Account or turn off the Find My iPhone function.**
 - 5.2. For information on how to submit a warranty claim, please visit <https://www.telia.ee/era/e-pood/remont-ja-garantiit/>.
6. **Warranty period:** 12 months from the date of purchase.
7. **Scope of the warranty:** The warranty is valid on the territory of the Republic of Estonia.
8. **Other:** The consumer must submit a claim within 24 months from the date of purchase of the used device.