

## **Device Repairs**

Please call us on 1800 299 799 if you are having problems with your mobile telephony/broadband device. If your device needs to be repaired, we will arrange to have it collected from you and repaired. We may, at our discretion, provide a replacement device while we are repairing yours.

Prior to returning a device to us for repair we do recommend that you carry out, and ask you to note, the following:

Remove your SIM card from the device and store in a safe place, as this is not required for the repair process.

Remove your Memory Card (if any) from the device and store in a safe place, as this is not required for the repair process.

Please note that eircom mobile disclaims any responsibility or liability for loss or damage to any items, or information on such items, advised above as not part of the repair process. These should be removed by you from your device prior to sending same for repair.

Transfer and/or delete from your device memory any images, messages or numbers personal to you. eircom mobile will use reasonable efforts to maintain the security of such information, but you acknowledge that it is not liable or responsible for any inadvertent loss or damage to same, or any caused through the necessary repairs process (which may include deletion of information). It is your responsibility to remove and save such information elsewhere in advance of sending same for repair.

## **We aim to return your device within 10 working days**

If your device is under manufacturer warranty (one year from purchase) this service is free, but please be aware that warranty will not cover customer misuse or any liquid damage. Further details of the manufacturer's warranty can be found in your handset/device box, under the manufacturer's warranty documentation and same is in addition to your legal rights. eircom mobile only acts as the manufacturer's agent for the purposes of processing any warranty claims.

If your device is no longer under warranty we will ring you and inform you of the cost (minimum of €50) of repairing your device before proceeding.

## **Device returns**

If you are having manufacturer problems with your new device and would like to exchange it for a new one, you must do so within 28 days from the date of purchase. Please call us on 1800 299 799 to arrange a return.

If your device is being returned for a coverage related issue, it must be returned within 14 days from date of purchase with your proof of purchase. In order to receive a full refund you must also return all items (if any) accompanying your device.