

Rental device repair instructions

Your rental device is not working?

We aim to ensure that the rental device remains in good working condition throughout your rental period. In case of any issues, we are here to assist you and guide you through the repair process.

Please follow the instructions below for any significant damage or issues with the rental device.

1. Choose a suitable repair centre

Apple - You can have your rental device serviced only at the iDeal service centers. iDeal Group AS is an official Apple service provider in Estonia with over 25 years of experience.

iDeal service centres are located in Ülemiste, Rocca al Mare and Viru shopping centres in Tallinn and Lõunakeskus, and Kaubamaja in Tartu. You can also bring the device to the iDeal store in the Solaris shopping centre from where they are sent to iDeal Ülemiste for repair. Valge Klaar (Tartu maantee 50a, Tallinn) is also an official service provider, to whom you can bring devices for maintenance.

You can contact the service centre by phone at [+372 686 9020](tel:+3726869020) or by e-mail at hooldus@ideal.ee. View all [service contacts](#). You can also book a suitable time for service online on the [iDeal webpage](#). If more convenient, you can send your device for service by courier. In that case, you need to cover the courier cost.

Samsung - You can have your Samsung rental device serviced only at the Samsung authorized service centre TSC Authorized service (SIA LMT Retail & Logistics Estonian branch).

You can contact the service centre by phone at [+372 64 050 74](tel:+3726405074) or by e-mail at info@etsc.ee. View all [service contacts](#). You can also register repair online on the TSC [webpage](#).

If more convenient, you can send your device for service by courier. In that case, you need to cover the courier cost.

2. Before bringing in the device

Before giving the device to the repair technicians, please remove all personal data from a device or create a separate user account for servicing work.

Prepare Apple ID password and disable the Find My iPhone/Find My Mac function. Find My iPhone function is available on all iPhones, iPhones, iMacs, Macbooks and Mac minis. Detailed guidelines can be found [here](#).

You also need to make a backup copy of the data on the device. Here you can find instructions on how to back up your [Mac](#) and [iPhone/iPad](#).

If you need help with any of these steps, the iDeal technicians are there to assist you.

When you hand over the device, please inform the technician that you are using a rented device and as you are renting the device from Inbank Rent AS you don't have a purchase invoice.

3. Assessment

When you give your device to a technician, they will gather details about what happened, how and when. After that, the repair partner will assess the extent of the damage, calculate the cost of repair, and if you have rented the device with insurance package contact the insurance company on your behalf. They will then assess and notify the repair

partner whether the repair cost will be covered by the insurance company.

4. Insured events

An insured event is an unexpected and unforeseen event that occurred during the insurance period, including destruction, damage, theft, or robbery, as a result of which damage to the device occurs and which is not excluded in the [Insurance Conditions](#).

Communication with the insurer is handled by the repair partner directly who will provide them with all necessary information and documentation.

If the insurance company **will cover** the repair cost, you are required to pay a deductible amount of 149 € directly to the repair partner.

If the insurance company **will not cover** the cost, you are required to compensate the repair cost directly to the repair partner.

In case the serial number or any other identifying code of the rental device changes during the repair, Inbank Rent must be notified of it.

Please note that repairing accessories is **not covered** by insurance.

Device is damaged beyond repair

In case of a serious accident, the device may be beyond repair. This means that the device has sustained damage or issues that are so severe that attempting to repair it would not be practical or cost-effective. In this case, the rental contract is terminated.

If the insurance company **will cover** the damage, you are required to pay a deductible amount of 149 € directly to Inbank Rent.

If the insurance company **will not cover** the damage, you are required to compensate the cost according to the [Inbank Rent Terms of Use](#).

5. Repair and replacement device

If the device is going into repair, you are given a service order number so that you have the possibility to see the service status online.

Usually, the repair of the device takes up to 8 business days from the time the insurance has made a decision and needed spare parts for the repair are ordered. With the exception of Apple watch which repair may take up to 10 business days.

The technician of the repair partner will call you once you can pick up your device.

If you need to use a replacement device during the period of repair, you can rent it directly from the repair partner. The price for the replacement device can be found in the [iDeal price list](#) and [free of charge by Samsung authorized service centres](#).

Inbank Rent values your feedback and strive to provide the best service possible. If you have any suggestions or concerns about the repair process, please feel free to share them with our partner or Inbank Rent customer support team (e-mail: info@inbankrent.ee phone: [+372 640 8080](tel:+3726408080)).