

# 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. When you started your rental service for Apple or Samsung products at iDeal, Valge Klaar, OnOff, Samsung Premiumstore or Samsung Electronics Baltics online or offline store, then you'll find your repair instructions from [here](#).
2. When you started your rental service for Apple or Samsung products at Tele2, then you'll find your repair instructions from [here](#).



**When you started your rental service for Apple or Samsung products at iDeal, Valge Klaar, OnOff, Samsung Premiumstore or Samsung Electronics Baltics online or offline store, then:**

#### **1. Choose a suitable repair centre**

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

iDeal service centres are located in Ülemiste and Viru shopping centres in Tallinn and Lõunakeskus, and Kaubamaja in Tartu. You can also bring the device to the iDeal store in the Rocca al Mare or Solaris shopping centre from where they are sent to iDeal Ülemiste for repair.

You can contact the service centre by phone at +372 686 9020 or by e-mail at [hooldus@ideal.ee](mailto: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 or by e-mail at [info@etsc.ee](mailto: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](#) and [here/here](#) you will find instructions to back up data on your Samsung devices.

If you need help with any of these steps, the repair centre/store 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 waiver liability contact Inbank Rent AS on your behalf. We will then assess and notify the repair partner whether the repair cost will be covered by the waiver liability.

#### **4. Covered events**

An covered event is an event that occurred during the rental period, including destruction, damage, theft, or robbery, as a result of which damage to the device occurs and which is included in the Waiver Liability Leaflet.

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

In case the waiver liability **will cover** the repair cost, you are required to pay a maximum liability cap in the amount of 149 € (phones, computers, tablets) or 79 € (watches) directly to the repair partner.

In case the waiver liability **will not cover** the cost, you are required to compensate the repair cost directly to the repair partner.

Please note that repairing accessories is **not included** in the waiver liability.

#### **Device is damaged beyond repair**

In case of a serious accident, the device may be damaged 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.

In case the waiver liability **will cover** the damage, you are required to pay a deductible amount of 149 € (phones, computers, tablets) or 79 € (watches) directly to Inbank Rent.

If the waiver liability **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**

When 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 repair order confirmation has been made 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 repair partner, but you need to cover the cost yourself. 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 the Inbank Rent customer support team (e-mail: [info@inbankrent.ee](mailto:info@inbankrent.ee) phone: +372 640 8080).



## **When you started your rental service for Apple or Samsung products at Tele2, then:**

### **1. Choose a suitable repair centre**

**Apple/Samsung** - You can have your rental device serviced only at the Tele2 service centres. Tele2 together with its partners is an official Apple and Samsung service provider.

You can bring the device to every Tele2 retail store from where the devices are sent to Tele2 service centres for repair. View all locations where to bring your device [here](#).

You can contact Tele2 by phone at + 6866 866 or by e-mail at [info@tele2.ee](mailto:info@tele2.ee).

### **2. Before bringing in the device**

Before giving the device to the repair technicians, please remove all personal data from the 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, iPads, 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](#) and [here/here](#) you will find instructions to back up data on your Samsung devices.

If you need help with any of these steps, the repair centre/store 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 waiver liability, contact Inbank Rent AS on your behalf. We will then assess and notify the repair partner whether the repair cost will be covered by the waiver liability.

### **4. Covered events**

An covered event is an event that occurred during the rental period, including destruction, damage, theft, or robbery, as a result of which damage to the device occurs and which is included in the Waiver Liability Leaflet.

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

If the waiver liability **will cover** the repair cost, you are required to pay a deductible amount of 149 € (phones, computers, tablets) or 79 € (watches) directly to Inbank Rent.

If the waiver liability **will not cover** the cost, you are required to compensate the repair cost directly to Tele2.

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 included** in the waiver liability.

#### **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 waiver liability **will cover** the repair cost, you are required to pay a maximum liability cap in the amount of 149 € (phones, computers, tablets) or 79 € (watches) directly to Inbank Rent.

If the waiver liability **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 inserting service number and IMEI [here](#).

Usually, the repair of the device takes up to 10 working days from the time the repair order confirmation has been made and needed spare parts for the repair are ordered.

Tele2 will send a text message once you can pick up your device.

If you need to use a replacement device during the period of repair, you may be able to rent it directly from the repair partner. The price for the replacement device, if applicable, can be found in the repair centre's price list.

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 Tele2 or Inbank Rent customer support team (e-mail: [info@inbankrent.ee](mailto:info@inbankrent.ee) phone: +372 640 8080).