

Name:

Company:

Address:

Phone number:

Email:

Tector newsletter: Yes No

Product model:

SNO/IMEI:

Original proof of purchase? **Yes** **No**

"Find my device" turned off (iCloud)? **Yes** **No** (we can't service the device)

Apple Watch pairing has been turned off? **Yes** **No** (we can't service the device)

SIM-card has been removed? **Yes** **No**

Do you have a backup?: **Yes** **No** (I don't need it) **No** (I need one)

Admin password (computers):

iOS-devices need to be erased during service. Screen protectors, stickers etc. will be removed during service.

Condition of the device: any scratches, dents or chafes? Our technicians will check the device before service:

Description of issue(s). Please be as detailed as possible:

I assure I am of legal age and have legal capacity.

Place and date: _____ / _____ / _____

Signature:

Print name:

By signing I agree to the terms and condition of Tector service and confirm I have checked the information recorded in the service order.

Mailing form

Terms of Tector service:

Mailing

Tector is not responsible for packages lost and/or damaged by Posti or other transport services. Tector only sends products with mailing services that have a tracking ID for packages. The customer is responsible for adequately protecting the device when it is sent for service. Tector will pack the devices with sufficient material for return. The customer is responsible for shipping costs. **Mailing address: Tector Huolto, Rälssintie 12, 00720 Helsinki**

Contact

Tector's main type of contact is by email. **All inquiries and contact requests by email to huolto@tector.fi**, phone calls Mon-Fri from 10-15 +358 9 35081750. **Please attach your service order number. Our stores do not forward inquiries about service.** Apple's contact information: <https://www.apple.com/fi/contact/>

Customer information

The customer confirms they have given a correct/working contact information and assures that they have checked the correct spelling from service order. Customers name and contact information might be sent to Apple during the repair. Product information will be sent to Apple during the repair. Tector does not give out customer information to any other party besides Apple, unless the customer insists, for example during data recovery process. Tector does not give out any customer passwords to any party, unless the customer insists, for example during data recovery process.

Diagnostics/Inspection fee

If Tector service is unable to find a fault on a device covered by warranty, or the fault is not covered by warranty and customer doesn't want to complete the repair, inspection fee of: computers 39 €, small appliances 29 € will be charged. For devices out of warranty the inspection fee is: computers 70 €, small appliances 39 €, third party products 70 €. We do not charge inspection fee from accessories bought from Tector. Inspection fee is not charged if the customer agrees to the repair and its costs. If inspection fee has been paid in advance it will be deducted from the final cost of the repair. If inspection fee has been paid in advance and the repair has been completed under warranty, the payment will be returned to customer. If Tector repair service is unable to find a fault in the device, but the issues come back within 30 days, the inspection fee will be returned after the device is brought back to Tector for service.

Data, locking systems and passwords

The customer is obligated to remove all personal data from the device before submitting it for service. The contents of the serviced device may need to be erased and the operating system might be updated during service. The replacement product might be returned as it was configured when originally purchased, subject to applicable updates. Customer is always responsible for the files, software installed/stored on the device, data and backups. Tector is not responsible for data loss or corruption during the service. Tector won't look into customer data unless the customer insists, for example if the problems with the computer are in a certain app/file/user. Some service tests require computers admin password. If the admin password cannot be provided, the customer can: a) reset the device, b) add an other admin user, c) change the password. The customer is obligated to remove all locking systems that might hinder the repair. Including but not limited to a) Find my device-activation lock (iCloud), b) FileVault, c) Firmware password, d) MDM-profile (companies).

Condition of the device

The device is visually inspected at the counter. The technician conducts a more detailed examination both internally and externally. Repair estimations provided by our sales staff are unofficial, the official estimation will be given by the technician after inspection. We reserve the right for price changes. Devices left for repair are photographed before service. The customer is obligated to familiarise themselves with the physical condition of their device before leaving it for service. Additional fee for dirty work is 100 € and we reserve the right to add it to the order after receiving the device. For hygiene and health reasons we reserve the right to decline repair on devices. Customer is obligated to inspect their device on pick up. We do not accept reclamations on cosmetic damage after the device has left our store after service.

Warranty/consumer law/AppleCare+

Apple's one year limited warranty completes the rights in consumer law, it does not diminish them. Apple's warranty covers material and factory defects in the device and their Apple accessories, provided the use has been in accordance with Apple's published guidelines, and the fault is not due to normal wear and tear. Apple's warranty does not cover consumable parts, such as batteries and protective coatings, that are designed to deteriorate over time. Warranty service for products purchased overseas may be limited by Apple and some products may only be serviced in the country of purchase. Apple's warranty does not cover operating systems. We do not service Apple cases purchased elsewhere. Apple's decisions regarding warranty service are final. Liability for defects (Consumer Protection Act) is determined by law, not voluntarily provided by the manufacturer. Consumer law claims are forwarded to Apple (manufacturer) in service. Tector service processes consumer law applications for Apple products purchased elsewhere, for which we charge a processing fee. The processing fee also applies to devices purchased directly from Apple. Liability for defects cannot be invoked if the device has not been purchased in Finland or if the reported defect is caused by misuse or a wearing part. Apple's decisions regarding liability claims are final. We only process consumer law claims for Apple accessories purchased from Tector. AppleCare+ insurance, covers damage to the device, technical support, and significant deterioration of the battery in accordance of the terms of the contract. The customer is responsible for paying the deductible specified in the contract.

Service/repair programs

Repair programs published by Apple do not extend the warranty on your device, but may entitle you to repair the device free of charge or at a reduced price. Repair programs complete your rights provided by consumer law and Apple's warranty, they don't diminish or replace them. Repair programs may be country-, batch-, or model-specific, valid only in the country of purchase and / or valid for a specified period from the date of purchase. Repair programs allow you to replace only the part specified in the program and do not cover any other defects in the part, such as battery wear or damage, unless specifically stated otherwise.

Engravings and customers accessories

Engravings cannot be preserved during service. Tector is not responsible for the customer's a) accessories, b) decorations, c) protective screens that are attached to the serviceable part, and those are removed before starting service.

Closing the service order, recycling and storage fee

Service cannot be cancelled after the service has been approved and the required spare part has been ordered. The customer is obligated to pay for the spare part ordered. If the customer wishes, we can recycle the device securely and free of charge. If the customer cannot be reached or does not deliver the service decision, we will close the service and deliver it for pick-up 14 days after starting the service. If the device is not picked up within 30 days from the first pick-up notice, we will charge a storage fee of 49 € / month. We will recycle devices that have not been picked up for 3 months without any additional notifications. Any storage fees and other charges incurred will be charged even if the device is recycled. Tector has the right to sell the device to cover repair and storage fees.

Parts and duration

Replacement parts provided by Apple may include parts or products that are new or refurbished, and are equivalent to a new product in performance and reliability ("factory repaired"). We do not install the customer's own spare parts. Apple spare parts have a replacement price that is cheaper, and it requires the faulty part to be returned to manufacturer. Computer part prices do not include the installation price. Spare parts have a 90-day service guarantee from Apple. Third party parts have a warranty of 6 months to 3 years depending on the manufacturer, warranty information is provided on a product-by-product basis.