

Trade-In Service Terms

1. The Trade-In Service provides the opportunity to any person (individual who is not a business) to trade-in his/her old mobile phone and/or tablet device (sim only) at any Cyta Shop.
2. Based on the proposed trade-in value of the old device, the customer will receive a credit note for the purchase of a new device and/or accessories, from any Cyta Shop.
3. The coupon can be redeemed at all Cyta Shops within a period of 6 months from the date of issue.
4. To be able to be evaluated the devices must power on, hold a charge, and have a functioning display.
5. Initially through the application, the reliability of the device is checked based on the IMEI. If the mobile is listed in the international blacklist (GSMA) no acquisition is suggested.
6. The proposed device value is automatically derived from the application and will be confirmed at the Cyta Shop, after assessment of the physical and functional condition of the device.
7. Depending on the device proposed value, the application proposes two buyback prices for a Fully Working Handset and for Non-Functioning Device.

Fully Working Handset requirements

- It must power on and off.
- All basic functions and software must be fully working.
- Touch screen, should be fully functional and free from major scratching.
- All keypad and additional buttons must work, as should features like Bluetooth, the camera and WiFi.
- It must have a functioning display, camera and no moisture.
- It must be complete with no buttons missing or damaged.
- It must have fair wear and tear.
- It must not be blacklisted.
- Apple iCloud users, the Samsung account should have their account removed from the device.

Non-Functional Device Requirements

- It must not be crushed or broken.
 - It must not to be bent.
 - It must not have liquid damage.
 - It must not be missing any key components such as camera, buttons, LCD screen and others.
 - For Apple iCloud users, Samsung/ Google account should have their account removed from the device.
8. The proposed trade-in value may also be zero in case of a non-functional device.

9. The proposed trade-in value, may change after a period of time.
10. Devices that are blacklisted, for recycling, do not light up and their buyback price is zero, are not traded. Mobiles for recycling are not collected by Cyta Shop.
11. The customer must delete all contents and personal data from the trade-in device. In addition, he/she must remove all SIM cards and memory cards as well as accessories and reset the device to factory settings.
12. Cyta assumes no responsibility for any personal information that is not deleted from a trade-in device.
13. Cyta reserves the right to terminate at any time the trade-in service and to modify any of these terms.
14. The use of the Trade-In service requires the unconditional acceptance of all the above terms and conditions.