

## USEFUL INFORMATION – PRODUCT WARRANTY

The device you have purchased is covered by the legal warranty of the applicable Cypriot Legislation L. 154(I)/2021 (Law applicable to **contracts conducted for the sale of goods to consumers**, ie individuals acting for reasons that do not fall within their commercial, business, or professional activity).

### **1. Liability period according to the applicable Cypriot legislation**

Cyta applies the free of charge 2-year liability period of the seller under the Law on Certain Aspects concerning Contracts for the Sale of Goods (L. 154(I)/2021) which applies to any lack of conformity, which exists at the time when the goods were delivered and which becomes apparent within two years of that time.

In the case of second-hand goods, Cyta is liable to the consumer only for any lack of conformity which becomes apparent within one (1) year from the date of delivery/purchase.

Pursuant to Articles 10 and 12 of the Law, Cyta is liable for a lack of conformity (e.g. device defects) that exist at the time of delivery of the terminal and which is notified to Cyta by the consumer within a period of at least 2 months of the date on which the consumer detected such lack of conformity.

### **2. The warranty period covering the device expires when:**

- a) The period of two years has passed from the date of delivery/purchase.
- b) The damage is caused from the fault of its owner / user. Such cases are for example the corrosion due to the ingress of liquid or moisture into the device, external shock, unauthorized intervention in the device.

### **3. Support procedures for Apple Products**

For Apple products, the support procedures determined by Apple and are also followed by its authorized laboratory in Cyprus apply.

### **4. Remedies for lack of conformity:**

In the event of a lack of conformity, the consumer is entitled to request the goods to be brought into conformity or to receive a proportionate reduction in the price, or to terminate the contract.

In order to have the goods brought into conformity, the consumer may choose between repair and replacement, unless the remedy chosen would be impossible or, compared to the other remedy, would impose costs on Cyta that would be disproportionate, taking into account all circumstances, including:

- (a) the value the goods would have if there were no lack of conformity;
- (b) the significance of the lack of conformity; and
- (c) whether the alternative remedy could be provided without significant inconvenience to the consumer.

The liability period is suspended while the product is under repair.

### **5. Replacements/Returns**

- i. Device replacements are made upon presentation of a purchase/delivery invoice and provided that:
  - (a) The device is fully packaged and in an excellent condition.
  - (b) 2 (two) calendar days have not passed since the date of purchasePlease note that all other cases are sent for examination and evaluation to the authorized service center of the supplier.
- ii. Device returns are made upon presentation of a purchase/delivery invoice, provided that:
  - (a) The device is in complete sealed packaging and unused.
  - (b) 2 (two) calendar days have not passed since the date of purchase.
- iii. No Refunds are made.

## **6. Protection of personal data stored on the device**

**Keep the package and the purchase invoice.** The protection of personal data stored on the device is the sole responsibility of the customer. Cyta bears no responsibility for any loss (in case of repair or upgrade). Remove any memory card before handing over your device for repair or upgrade and ensure that they are securely stored on another device.

## **7. After-sales device repair support**

It is required that the device must have been purchased from a Cytashop or the Cyta WebShop and the product must be accompanied by the purchase invoice.

For Nicosia please contact the Cyta Support Center at 5 Naxos Street tel. 77772131.

For Limassol please contact the Cyta Support Center at 7 Vasileos Pavlou Street tel. 25705692

For the provinces of Larnaca, Paphos and Famagusta visit any Cytashop, except for the Cytashops located at Kings Avenue Mall (Paphos) and Metropolis Mall (Larnaca).

If the repair cost does not exceed the amount of €20 + VAT, your approval may not be requested.

### **IMPORTANT NOTICE**

**Before handing over your device for repair you must first remove Find my iPhone (Apple) or Device Manager (Android) , therefore you are kindly requested to save your username and password.**