



**PRODUCT WARRANTY\*; REPLACEMENTS & RETURNS POLICY**  
**AND OTHER USEFUL INFORMATION**  
**FOR IN-STORE PURCHASES**

## 1. Legal Warranty

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*(In accordance with the Certain Aspects Concerning Contracts for the Sale of Goods Law, 154(I)/2021, as amended and applied to sales contracts between seller and consumer).*

All products purchased from Cyta, are covered by a legal warranty of two (2) years from the date of delivery.

For used products, the legal warranty is one (1) year from the date of delivery.

If a problem arises with the product, you must notify Cyta within two (2) months from the date you detected the problem.

To report a problem, please visit our Cyta Support Centres or any of our shops, as mentioned in Paragraph 2.

### When Warranty Does Not Apply

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The warranty does not apply, if the problem has arisen:

- After the warranty period has expired.
- Due to customer fault.
- Due to non-compliance with the manufacturer's instructions for use.

### Repair or Replacement

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If your product develops a problem within the warranty period, you are entitled to:

- Free repair or replacement.
- If repair or replacement is not possible or involves disproportionate costs, Cyta may propose another solution.
- If repair or replacement is not possible, you may request a price reduction or termination of your sales contract with Cyta.

*Important: The warranty period is suspended while the product is under repair.*

### Additional Information

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- Your rights under Law 154(I)/2021 are independent of any commercial warranty provided by manufacturers.

*\*Note: The term "Product" in this document corresponds to the term "Goods" under Law N.154(I)/2021.*

## 2. After-Sales Service Support

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- The product must have been purchased from a Cyta shop.
- Present the purchase invoice.
- After-sales Locations:
  - Nicosia: Cyta Support Centre, 5 Naxou Str.
  - Limassol: Cyta Support Centre, 7 Vasileos Pavlou Str.
  - Larnaca, Paphos, Famagusta: Any Cyta shop.

Products purchased from Cyta, are serviced exclusively by the authorized Service Centers designated by the official distributor in Cyprus.

If the repair cost does not exceed €20 + VAT, Cyta may proceed, without prior approval.

Repair time depends on spare parts availability and the nature of the problem.

## 3. Returns Policy

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Product return is possible if:

- The request is made within seven (7) days, from the date of purchase.
- You present the purchase invoice.
- The product is in its sealed packaging.

*Important: No refunds are provided.*

## 4. Data Protection

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Before submitting your product for repair:

- Backup your personal data.
- Remove memory cards and Sim/eSim cards.
- Deactivate any product protection software (e.g. Find my iPhone, Find my Phone).
- Cyta is not responsible for any data loss.

*Important: Keep your passwords secure.*

Follow the above instructions to ensure smooth service!