



Handset Trade-in Scheme

- 1.1 Manx Telecom Handset Trade-in Scheme Promotion is subject to Manx Telecom General Term & Conditions and Service Descriptions for the relevant Mobile services. Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and the Services Order Form, and the Fees List will have the same meaning when used in this Services Description.
- 1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the General Terms & Conditions and the Services Order Form:

“Handset Approval” means that process where an employee of Manx Telecom will go through to ensure the Mobile Handset or Device to be ‘working’ or ‘faulty’ as per section 4. Once approved, Manx Telecom will offer the customer a Trade-in value in return for the Mobile Handset or Device.

“Trade-in” means the process in which a Manx Telecom customer can hand in a used Mobile Handset for discounts against specific services as set out in the terms below.

“Trade-in Value” means that value which Manx Telecom quotes the customer for the Trade-in of a Mobile Handset or Device. This is subject to Hand-Set Approval and Manx Telecom retains the right of refusal to quote.

2 General Terms

- 2.1 The Trade-in Value of the Mobile Handset can only be applied against an active pay monthly service as an account credit which is used to cover ongoing pay monthly services.
- 2.2 You must have an active Manx Telecom Pay Monthly service to be able to use the Trade-in services.
- 2.3 The Trade-in Value cannot be redeemed online, and a value will only be provided to you in-store following Handset Approval checks.
- 2.4 The Trade-in Value of a Mobile Handset cannot be redeemed for cash.
- 2.5 Trade-in Value will only be applied to your account once all internal and 3rd party check are completed
- 2.6 Manx Telecom reserves the right to amend, substitute or withdraw this service in part or whole at any time.
- 2.7 All devices should be restored to factory default and be clear of all data / SIM Cards before grading can commence.

By trading in your mobile Handset with Manx Telecom, you agree to release us from all and any claims, losses, or damages with respect to the Handset, any data stored or contained therein or on any media used in conjunction with the Handset (whether in the form of personal details, SMS, photos, games, songs, or other data. Manx Telecom accepts no responsibility in relation to the security, protection, confidentiality or use of such data and it is your responsibility to ensure that such data is removed from the phone prior to your trading it in.



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3 Handset Approval

3.1 All Mobile Handsets will be subject to Handset Approval full grading checks by an employee of Manx Telecom in-store. Manx Telecom retains the right to not offer a Trade-in Value or refuse to accept a Mobile Handset if it does not meet the conditions as set out here in.

3.2 If we find your device does not align with the grading you confirmed at checkout, we will send you a revised valuation together with the reason for that revaluation.

Grading Criteria

Good

- Device is fully functional; charges to 100%, powers on and is free from any damage or faults including liquid damage. All buttons work, fingerprint sensor and face ID work correctly and has no missing parts.
- Device has light signs of use; may have a few light scratches to the screen and housing. No chips, dents, cracks, scuffs, or missing paint
- LCD is fully functional; touchscreen works as it should, no screen burn, discolouration, dead or bright pixels.
- Battery health minimum of 85% or above
- Device has no software issues, is not blacklisted, counterfeit, rooted or jailbroken.
- Device is free from all user accounts and security features (PIN codes, Fingerprint, FaceID)

Fair

- Device is fully functional; charges to 100%, powers on and is free from any damage or faults including liquid damage. All buttons work, fingerprint sensor and face ID work correctly and has no missing parts.
- Device has moderate to heavy signs of use; may have several deep scratches to the screen, housing may have some scuffs, chips, or dents but no cracks.
- LCD is fully functional; touchscreen works as it should, no screen burn, discolouration, dead or bright pixels.
- Battery health minimum of 80% or above
- Device has no software issues, is not blacklisted, counterfeit, rooted or jailbroken
- Device is free from all user accounts and security features (PIN codes, Fingerprint, FaceID)

Faulty

- Device has hardware faults; device powers on but may have faulty hardware buttons, sensors not working, camera failure etc.
- Device has excessive cosmetic wear; heavy scratches and scuffing to the device, damage to housing, missing parts, cracked or smashed screen.
- LCD may have a fault; touch not working, screen burn, bright or dead pixels.
- Battery health is below 80%
- Device may have software issues, is not blacklisted, counterfeit, rooted or jailbroken.
- Device is free from all user accounts and security features (PIN codes, Fingerprint, FaceID)



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4 Lost or Stolen Mobile Handsets or Devices.

- 4.1 If a Mobile Handset is found to have been lost or stolen, Manx Telecom will not accept it as Trade-in device.
- 4.2 We reserve the right to seek a refund of the Trade-in Value from you and you will be required to co- operate with the authorities.

5 Manx Telecom & the Environment

- 5.1 Manx Telecom understands that everything we do affects our environment and is committed to the prevention of pollution and minimising the impact of its operations on the environment. This will be achieved through a program of continual improvement.
- 5.2 As such, we aim to ensure the majority of Traded-in Mobile Handsets or Devices are reused. In most cases they are refurbished and sold in developing countries where they can play a major part in helping develop fledgling communication networks. If a Mobile Handset or Device is beyond repair, Manx Telecom will send it off to a recycling plant in the UK where it will be broken down and any valuable metals and components will be extracted for reuse.
- 5.3 Manx Telecom Trading Ltd is a BS EN ISO 14001:2015 certificated company. ISO 14001 is the International Environmental Quality Standard Certification issued by LRQA and accredited by UKAS. Manx Telecom is audited twice yearly for compliance and full re-certification every 3 years and is one of only three companies on the Isle of Man with UKAS accredited certification.

6 Additional Terms

- 6.1 Manx Telecom agrees to act as a representative and intermediary on behalf of TradologyUK Ltd for the purpose of facilitating the sale.

SIGNED:

Print: _____

Date: _____