

Product Return Terms and Conditions



1. Product Return Terms and Conditions

- 1.1 Customer shall have the option to return the Product and obtain the applicable Buy Back Value, subject to the following conditions:
- (a) he/she must return the Product before December 2022; for avoidance of doubt, should the Customer want to exercise the Buy Back option, the Product must be returned to SmarTone retail store between September 2022 and December 2022;
 - (b) the Product shall meet all the functional conditions as assessed by the SmarTone in accordance with the Product Acceptance Criteria listed below”;
 - (c) In the event where the original Product is swapped by Apple Authorized Repair Centre (e.g. warranty claim), document proof showing the swap shall be provided to SmarTone when returning the Product for the Buy Back option;
 - (d) he/she shall present the required documents for identity verification upon return of the Product:
 - i. HKID/Passport;
 - ii. Acknowledgement for Product Return Terms & Conditions with customer signature;
 - iii. Valid credit card that was used to purchase the Product as stated above.
- 1.2 Product Buy Back program is non-transferable and shall only be exercised by the Customer who purchased the Product.
- 1.3 The charger and accessories are not required upon returning of the Product.
- 1.4 Customer shall ensure that all personal data is transferred out and SIM Card removed from the returned Product prior to exercising the Product return. These shall be deemed lost and could not be recovered once the Product is returned and SmarTone shall not be held liable for erasure of any personal data removed in the return Product.
- 1.5 Upon a successful assessment of the Product returned by the Customer, SmarTone shall pay the Buy Back Value of the Product to the Customer by crediting the same to the Customer’s credit card account stated above.

2. Product Acceptance Criteria

Any returned Product that does not meet the conditions in accordance to the table below will not be eligible for a buy back under the Product Buy Back program.

Criteria	Grade A
Screen/LCD	Must be fully functional, no damage or blemishes to screen No watermark, black spot, dead pixels
Back & Side Cover	Less than 3 small scratches, the casing around the device including the camera lens must not be cracked, the entire colour of the device must match the original manufacturer’s specification
Product Functions	Mon Touch, all buttons are responsive and fully functional, Bluetooth, Wi-Fi, speakers, mic, vibration, and sensors are working normally, able to make call and receive call
Touch ID / Face ID	Touch ID / Face ID are working normally
Device Locks (iCloud/ Personal Accounts/ Passcode)	Product able to log out/ remove iCloud/ any personal account/ passcode and resume to factory settings