

Warranty Extension for iPhone and iPad Air

The warranty extension is the perfect addition to the temporary manufacturer's warranty from the manufacturer Apple for the hardware products iPhone and iPad Air and the statutory warranty claims.

In case of warranty it includes the repair or replacement after expiry of the manufacturer's warranty, at the earliest from the 13th month after delivery of the unit.

The statutory rights are not restricted but supplemented by this warranty.

The extended warranty will automatically expire 24 months after delivery of the unit and is not transferable to other units.

If you are using the device within an employee purchase program through your employer, please keep the delivery note in a safe place. If necessary this will serve as proof of the validity of the period of the warranty coverage.

Warranty Claim

A claim for warranty service in accordance with these warranty conditions includes

- defects in materials or workmanship after expiration of the manufacturer's warranty.
- malfunctions caused by design flaws.

To obtain warranty you do not have to prove that the alleged defect had existed at the time of delivery, provided no evidence of a warranty exclusion exist.

The identification for claims arising from the warranty extension is made via the serial number of the device. The serial number will be registered by the supplier upon delivery of the unit. A separate registration of the device is not necessary.

Warranty Handling

The settlement of a warranty claim is done by Telcoland GmbH, Friesenweg 5f, 22763 Hamburg

If a repair is not possible due to actual or economical reasons, the defective unit will be replaced with a new or equivalent device, which corresponds to a new device regarding performance and reliability.

If there is no appropriate replacement device available, it will be replaced by another original Apple product, which is at least functionally equivalent to the device to be replaced and may already be provided with new software/operating system versions.

In these cases this warranty extension is automatically transferred onto the replacement device for the remaining period.

There is no entitlement to replacement with new parts or new devices.

In the case of a replacement the old unit remains with Telcoland GmbH for further use, to ensure a proper, environmentally sound disposal.

Warranty Service Procedures

- Immediate notification of the claim stating the cause of the error and / or the error, and the serial number of the device in Telcoland GmbH - info@telcoland.de
- securing personal data before handing over / shipment of the device
- removal of all personal data and disabling of all security passwords before handover / shipment of the device
- shipment of the device to Telcoland at your own expense and at your own risk
- Reinstallation of the software programs, data and passwords after the return of the repaired device / delivery of an equivalent device.
- Adequate transport packaging and notice of the current delivery address for a free return of the device.

The contents on the storage medium of the product can be cleared in the context of the provision of warranty, replaced and / or reformatted. Regardless of whether repair or replacement is carried out, Telcoland GmbH is therefore not liable for data and content that is lost due to the defect or its consequences.

Services of Telcoland under warranty

- Fast repair / replacement delivery.
- compliance with the data protection provisions concerning personal data.
- Free return of the device / replacement device.

Exclusions examples

This warranty does not apply in particular for

- consumable or wearing parts defined by the manufacturer, such as batteries, lamps, etc., unless there is a defect in materials or workmanship;
- cosmetic damage, especially scratches, dents and broken plastic on ports;
- damage caused by use with another product;
- damage caused by abuse, misuse or caused by improper storage;
- damage caused by the use of products contrary to the instructions in the user manual of the manufacturer (<https://www.apple.com/support/country>);
- damage caused by services (including upgrades and expansions), which were not provided by representatives from Apple or an Apple Authorized Service Provider ("AASP") or Telcoland;
- a product that has been modified without the written permission of Telcoland or Apple in terms of functionality or capability;
- defects which are due to normal wear and tear or otherwise to the normal wear of the product;
- if the serial number on the product has been removed or defaced,
- a stolen product or if based on the information provided by law enforcement agencies that there is good reason to suspect it is a stolen product,
- damage caused by gross negligence and deliberate maltreatment,
- damage to the software (including operating systems, firmware, drivers, utilities, etc.),
- data and software inventory losses,

- damage due to problems with software and operating systems, viruses, compatibility, data recovery, reinstallation, data retrieval, etc.,
- damage to additional or subsequently purchased accessories,
- liability, consequential property damage and financial loss,
- damage/consequential damage,
- damage caused by third parties or
- damage caused by losing or forgetting the device or by leaving it behind unattended, or by any other means of disappearance of the device.