

Vodafone Extended Device Warranty Terms and Conditions

These terms and conditions (the “Terms”) apply to our (Vodafone Ireland Limited (“Vodafone”), registered in Ireland at Mountainview, Central Park, Leopardstown, Dublin 18, Ireland) Extended Device Warranty (“Extended Device Warranty”). These Terms apply in addition to the General Terms and Conditions of Vodafone under which you enjoy access to Vodafone's mobile telecommunications services, see www.vodafone.ie/terms. By availing of the Extended Device Warranty, you confirm you have read and agree to these Terms.

Extended Device Warranty

1. The Extended Device Warranty is provided by Vodafone to you for 365 days on eligible devices (the “Device”) and commences from the expiry of your Device’s manufacturer’s warranty.
2. Vodafone shall facilitate the assessment and repair (as applicable) of Devices that develop faults that are covered by the terms of your manufacturer’s warranty.
3. The Extended Device Warranty extends your cover by 365 days for any faults with your Device that develop and are covered by the terms of your manufacturer’s warranty, subject to these Terms.
 - a. For iOS handsets with a 12-month warranty, your Extended Device Warranty applies from month 13 to month 24.
 - b. For Android handsets with a 24-month warranty, your Extended Device Warranty applies from month 25 to month 36.
4. This warranty is intended to cover manufacturer’s defects in the materials and workmanship which occur through normal use of the Device, in accordance with these Terms.

Eligibility for Cover

5. The Extended Device Warranty is available to "Eligible Customers" who satisfy the requirements set out below:
 - a. Must be a resident of the Republic of Ireland with a Republic of Ireland billing address (the “Customer”).

- b. Customers must purchase an eligible 24-month Vodafone Bill Pay contract with a Device (the “Contract”) with Extended Device Warranty as a benefit, directly from Vodafone.
- c. You must maintain payments on your account and not fall into arrears to continue to be eligible for Extended Device Warranty.
- d. If the Contract minimum term expires the customer must remain a Vodafone customer to continue to be eligible for Extended Device Warranty.

Exclusions in Cover

6. The Extended Device Warranty will expire if you don't continuously maintain an active contract with Vodafone or if you switch your number to another network provider.
7. The Extended Device Warranty only applies to the Device you purchased from Vodafone as part of the Contract during the offer period and is subject to IMEI verification.
8. The Extended Device Warranty is not available on SIM Only plans.
9. The Extended Device Warranty entitles you to up to three repairs. Once a device is replaced under Extended Device Warranty, the Extended Device Warranty will cease.
10. The following is not covered by Extended Device Warranty:
 - a. Any damage to the hardware or software of the Device (e.g., any damage caused by dropping the Device (whether accidental or intentional), liquid damage, viruses, etc.).
 - b. Wear and tear of the Device or any deterioration due to normal use or exposure.
 - c. Faults or damage not covered or rejected by your Device's original manufacturer's warranty during the original warranty period.
 - d. Consumable parts such as the battery unless failure is due to a defect in the manufacturer's workmanship.
 - e. Any software, data or apps installed on your Device such as music, contacts, etc.
 - f. Aesthetic / cosmetic damage including but not limited to scratches and dents that do not affect the function of the Device.
 - g. Damages or defects as a result of any unauthorised modifications, alterations, servicing, repairs and/or cleaning undertaken by a service provider not approved by the manufacturer or authorised by Vodafone.

11. If your Device is damaged as well as faulty, the Extended Device Warranty will not cover any repairs. Any repairs will be chargeable or may be covered by any insurance you may have (please check your insurance policy for confirmation).

Claims under Extended Device Warranty

12. How to claim under Extended Device Warranty:

- a. Call into a Vodafone store located within the Republic of Ireland to book in for a repair under warranty.
- b. Valid proof of purchase must be provided at the point of claim and the Device must be presented by the original Customer under the Contract. If you do not have a valid proof of purchase, we may, in certain circumstances, be able to retrieve your proof of purchase from our system.
- c. In order to avail of the Extended Device Warranty, you consent to us capturing and sharing proof of purchase information with relevant third-party partners for the purpose of processing your Extended Device Warranty claim and repair.
- d. The advisor will instruct you on the process for sending your Device to one of our repair centres. This process must be done in-person and cannot be done online, even if the device was purchased online or over the phone.
- e. Once received by the repair centre, our trusted third-party partners will be in touch if for any reason your warranty claim is not accepted or the fault is not covered by the Extended Device Warranty and advise you of your options.
- f. If the fault is covered under Extended Device Warranty, we will arrange for the Device to be repaired, and your Device will be returned to you within the specified time period outlined to you during your retail visit.
- g. If the fault is not covered under the Extended Device Warranty, you will be provided with an estimated price for out of warranty repair and you can decide whether or not to proceed at your expense.
- h. If your Device can't be repaired and a fault covered by the Extended Device Warranty is confirmed, we will replace your Device with either the same model device, a comparable model of equal or greater specification or the next model up from our refurbished range.

13. Before sending your Device for repair, please ensure you:

- a. disable any security settings that would prevent security access to the device for testing / repairing purposes (i.e. any passcode, Find My Mobile or Find My iPhone,

etc), otherwise we won't be able to repair your Device and it may be returned unrepaired;

- b. back up your Device as data may be erased during the repair or when troubleshooting the device; and
- c. remove your physical SIM card or eSIM plan and any accessories.

General Terms

14. We will not be liable for any loss of use, profits or data or any indirect, special or consequential damages or losses, whether such losses or damages arise in contract, tort (including but not limited to negligence), or otherwise in relation to:
 - a. Any circumstance that is outside of our reasonable control; and
 - b. Any loss or damage that is not directly caused by us or which we could not reasonably expect at the time we entered into our agreement with you.
15. We reserve the right to withdraw or make amendments to the Extended Device Warranty in the event of unforeseen circumstances including without limitation COVID-19/other pandemic, decisions by our suppliers, changes to laws, regulations or orders or acts of God. In the event of any such amendments, neither we nor our suppliers shall be liable to you for any costs, expenses or other losses resulting from such amendments.
16. Nothing in these Terms shall exclude or limit our liability for (i) death or personal injury caused by our negligence; (ii) fraud; or (iii) any liability which cannot be excluded or limited under applicable law.
17. We reserve the right to change these Terms at any time.
18. If you need support, please contact our customer support team by calling 1907.
19. These Terms are governed by Irish law and are subject to jurisdiction of the Irish Courts.