

C&C FINLAND OY – GENERAL TERMS OF REPAIR SERVICES

C&C Finland Oy (hereinafter C&C Finland) is an Apple Authorised Service Provider. We service all Apple devices, both under warranty and out of warranty, using original repair parts.

CUSTOMER INFORMATION AND FAULT DESCRIPTION

The service order will include the customer's name, contact information, fault description, and any additional services selected by the customer. By signing, the customer certifies that they have reviewed the content and accuracy of the order and accepts C&C Finland's repair service terms. The technician may correct information during the service if it is found to be incorrect. The customer must be of legal age.

DIAGNOSTIC FEES

If the technician does not find a fault in a warranty-covered Apple device, a diagnostic fee of €49 including VAT will be charged. Diagnostic fees for non-warranty devices are: computers €79 including VAT, iOS and accessories €49 including VAT. The diagnostic fee covers the time spent examining the device and is non-refundable if the device is not repaired. No separate diagnostic fee is charged if the repair is carried out according to the cost estimate. We reserve the right to change prices.

DATA BACKUP, FILES, PASSWORDS, LOCKING

The device to be serviced may need to be wiped during repair. The replacement product or part may be delivered with the specifications present at the time of the original purchase or according to applicable updates. Data contained in iOS and Apple Watch devices will be wiped during repair. C&C Finland is not responsible for the partial or complete loss or corruption of the customer's device data or applications, even when the device is replaced. Data backup is always the customer's responsibility. The customer must perform proper backup before delivering the device for repair. Backup or data transfer from one device to another can be performed as a paid additional service from a functioning device, but C&C Finland is not responsible for the integrity of the transferred data under any circumstances. We do not examine the contents or files of devices unless the fault is related to a specific program/file. Some computer repair tests/procedures require the device's administrator password. The device owner is responsible for removing any locks that prevent repair, such as: Find My activation lock, FileVault protection, firmware password, and MDM profile.

DEVICE CONDITION, QUOTE

Pre-estimated prices for repair and service costs are only estimates. The technician will inspect the device both internally and externally and provide an official written quote. The price offered is an exchange price, where the replaced part or component is returned to the manufacturer. We reserve the right to change prices. The physical condition of the device is checked upon submission for service together with the customer, and observations are recorded in the service order. For hygiene and health reasons, we reserve the right to refuse service of the device. The customer is responsible for checking the condition of their device upon pickup. We do not accept cosmetic complaints after the device has been picked up.

THIRD-PARTY MODIFICATIONS, ACCESSORIES, ENGRAVINGS

Devices containing unauthorized third-party modifications are not eligible for service or replacement and will be returned to the customer in the same condition. C&C Finland is not responsible for any damage discovered during the inspection of a modified device. C&C Finland is not responsible for any attached accessories such as screen protectors that are removed during maintenance. Engravings on the device will not be preserved.

SERVICE ORDER CLOSING, PICK UP, ABANDON POLICY

If a service decision is not received from the customer within 15 days of the cost estimate being completed, the service order will be closed, and the device will be notified for pickup. A completion notice will be sent to the email address and/or SMS provided by the customer. The repaired or replaced device must be picked up within 15 days of C&C Finland sending the completion notice. If the device is not picked up within 15 days of the notice, C&C Finland will inform the customer that the product can be marked as abandoned. The device will be marked as abandoned if it is not picked up within 15 days of this final notice or if an exact pickup date is not provided. The abandoned device becomes the property of C&C Finland and can be sold to cover the costs incurred from the service or recycled. The service cannot be canceled after the customer has approved the performance of the repair.

WARRANTY AND CONSUMER PROTECTION IN GENERAL

Apple's one-year limited warranty is a voluntary manufacturer's warranty. It provides rights to the user that are not covered by consumer protection laws, such as rights related to product defects. The benefits of Apple's one-year limited warranty therefore complement, but do not replace, the rights provided by consumer protection laws. Apple's device warranty covers material and manufacturing defects in devices and their Apple accessories, provided the device has been used in accordance with Apple's user manuals, technical instructions, and other guidelines published for Apple products, and the defect is not due to normal wear and tear. Apple's warranty does not cover consumable parts or software and operating system defects. Consumer protection claims for Apple devices purchased elsewhere are handled in service and forwarded to Apple, and a handling fee may be charged for the processing. Apple's decisions regarding warranty service and defect liability claims are final. Apple's warranty terms in full can be read at <https://www.apple.com/legal/warranty/products/finland-warranty.html>.

APPLECARE+, APPLECARE ENTERPRISE

We repair all devices covered under AppleCare+ and AppleCare Enterprise agreements. For repairs covered by the AppleCare+ insurance, the deductible specified in the agreement will be payable. Next-day on-site repairs and the use of the service pool under the AppleCare Enterprise agreement must be arranged through the partner specified in the agreement.

SERVICE WARRANTY

The replacement part or product, or the repaired Apple product, is covered by either the remaining warranty period of the original Apple product or a 90-day warranty from the date of replacement or repair, whichever provides the longer warranty period.

PRIVACY POLICY

In accordance with EU Regulation 2016/679, the information is collected for the provision of the requested service and is therefore a necessary condition for its provision. In order to repair Apple products, it may be necessary for C&C Finland to send the information to Apple Inc., which will process it as described on the website www.apple.com/fi/legal/privacy.

TRANSPORTATION SERVICES

C&C Finland is not liable for any damages or losses caused by transportation services. The customer is responsible for transportation costs. The customer must ensure proper packaging of the device when sending it for service.

LIMITATION OF LIABILITY

C&C Finland's liability is limited to the maximum value of the original agreement. C&C Finland is not liable for any indirect damages under any circumstances.

C&C Finland Oy

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