

It is important to note that in the case of a courier order, the delivery fee (gross HUF 4,000) will always be charged.

If the device is found not to be defective (i.e. the cause of the issue is a software problem) we will charge an inspection fee which includes a clean reinstallation of the software.

The sender must always ensure that the product is safely and securely packed for delivery. The "sender" is the customer booking the appointment when the device is shipped to the service center. When returning the device to the customer, the "sender" is the service center.

The device can only be repaired if it is running the latest software version. If you do not consent to the software update, we will not be able to repair the device.

Our service center is not responsible for screen protectors and stickers applied to the device. These should be removed prior to the repair, as the manufacturer's diagnostic tools are calibrated for bare devices.

When you do not accept a quote for a paid repair (and thus no repairs are made), an inspection fee will be charged in addition to the shipping fee.

General information about our repair services: <http://szerviz.istyle.hu>

ISTYLE is not responsible for the data stored on your device. Before you send in your product for repair, please **ensure that your data is safely backed up.**

The warranty period/implied warranty/limited warranty regarding the product part affected by the repair/replacement is in accordance with applicable law and the manufacturer's policies.

As per Apple's instructions, its contracted service partners are to return defective parts that have been replaced to receive replacement parts at the prices indicated. That means that **we cannot return replaced parts to our customers.** If you would like the replaced part returned to you, be sure to indicate this in the error description field. The manufacturer will then quote a higher price for the replacement part, which is the only way to ensure that you can keep the original part.

By booking as a customer, you agree to the processing of your data submitted at the time of booking and found in the documents attached to the booking (e.g. invoice) in order to assert your warranty/implied warranty/product warranty claim, and you acknowledge that your data may need to be transferred to assert your claim, and you agree to such transfer, including any transfer of data abroad. As a customer, you consent to the transfer of all such personal data and diagnostic results to Apple Distribution International (Hollyhill Industrial Estate, Hollyhill, Cork, Ireland) to provide repair/replacement.

Warranty claim: the guarantee claim asserted by the consumer resulting from the defect of a movable item sold by a trader to the consumer, as defined by the Civil Code of Hungary.

Consumer: a natural person acting outside the scope of their profession, employment or business.

If, according to the Civil Code of Hungary, the product has been sold based on a contract between a consumer and a trader, and at the time of exercising your warranty rights you present the warranty card given to you by the seller along with the product, or an invoice or receipt in case a warranty card has not been provided to you, then your claim is governed by government decree 151/2003 (22 Sept) regarding consumer guarantees. The consumer's warranty claim for repairs can also be asserted directly at the repair service indicated on the warranty card. Other claims of warranty and implied warranty can be asserted at the seller of the product.

According to government decree 249/2004 (27 Aug) concerning mandatory warranty regarding certain repair and maintenance services, if the service fee for repair and maintenance services ordered in the context of a contract between a consumer and a trader is over twenty thousand HUF (including VAT and material costs), the trader providing the service has to provide warranty according to the rules laid out in this decree.

If you purchased a product in the context of a contract between a consumer and a trader, as defined by the Civil Code of Hungary, you have the right to assert your implied warranty rights (as laid out in the Civil Code) at the seller for a period of two years following the date of purchase (performance).

The rightful claimant not considered a consumer under the Civil Code of Hungary may also assert implied warranty rights due to a defect in the product, but in this case the provisions laid out in the NGM decree do not apply. If you have not purchased the product in the context of a contract between a consumer and a trader under the Civil Code of Hungary (i.e. you are not a consumer), you can assert a claim for an implied warranty against the seller of the product under the Civil Code within a period of one year from the date of purchase (performance).

If the consumer makes a replacement request within 3 business days of the date of purchase (installation) due to a product defect, the trader has to replace the product, provided that the defect prevents the product from being used as intended. The consumer can assert a replacement claim at the seller of the product, but this is not possible at our service center, only at the place of purchase.

If you are considered a consumer and wish to assert a product warranty claim against the manufacturer of the product under the Civil Code of Hungary, you can do so directly at the manufacturer. The manufacturer is the producer and distributor of the product. In the case of an Apple product, the manufacturer is Apple's regional representative, Apple Distribution International (Hollyhill Industrial Estate, Hollyhill, Cork, Ireland). The Hungarian distributor is Apcom Hungary Kft. (1031 Budapest, Záhony u. 7., building C). The product warranty claim submitted here will be forwarded to the manufacturer by iSTYLE. Please expressly indicate should you wish to assert such a claim.

Information regarding the one-year limited warranty (for Apple-branded products only) is available per product at <http://www.apple.com/legal/warranty/products>. (Information is also available in Hungarian after selecting the relevant product). The manufacturer's warranty provides rights in addition to those under Hungarian consumer protection laws. If you are considered a consumer, and at the time of asserting your warranty rights you do not present the warranty card given to you by the seller along with the product, or an invoice or receipt in

case a warranty card has not been provided to you, your claim may be handled under the manufacturer's warranty. If you have purchased the product outside of Hungary, your claim might also be handled under the manufacturer's warranty (worldwide warranty). For information about your rights stemming from the extended manufacturer's warranty (AppleCare Protection Plan), visit <http://www.apple.com/legal/sales-support/applecare>. The information is also available in Hungarian after selecting the product.

By submitting this order, the customer declares that they are acting as the owner of the product or on behalf of the owner of the product, knowing that they are criminally liable.

iSTYLE will aim to finish the repair within 15 (fifteen) days. Please note that if any information needs to be obtained from you for the repair, the time for repair will be extended by the time it takes for you to respond. For up-to-date information on product repairs, please visit www.istyle.hu/szerviz.

In the event of a rejection of a warranty/implied warranty claim or of a right asserted on the basis thereof, the reason for the rejection shall be recorded in a report.

In the event of a consumer rights dispute, the consumer may initiate proceedings with a conciliation panel operating alongside the county (or capital city) chambers of commerce and industry.

By submitting a booking, the customer accepts the above, and also the terms of repair services by iSTYLE Hungary Kft.