

# Rental device repair instructions

**Your rental device is not working?** We aim to ensure that the rental device remains in good working condition throughout your rental period. In case of any issues, we are here to assist you and guide you through the repair process. Please follow the instructions below for any significant damage or issues with the rental device.

## 1. Choose a suitable repair centre

### 1.1. When you started your rental service at iStores then:

You can have your rental device serviced only at the iStores service centres. WESTech CZ s.r.o., registration number 02396718, (operator of the iStores trading network) is an official Apple service provider in Czech Republic.

You can find a list of iStores stores and authorised service centres on the website: <https://www.istores.cz/prodejny>. You can also bring your device to a store without service centre and iStores will itself send it for repair.

You can contact the service centre by phone or by e-mail. View all service centres and contacts [here](#). If more convenient, you can send your device for service by courier. In that case, you need to cover the courier cost.

### 1.2. When you started your rental service at iStyle or Planeo (FAST ČR, a.s.) then:

You can have your rental device serviced only at the iStyle service centres. iStyle CZ, s.r.o., registration number 27583368, is an official Apple service provider in Czech Republic.

You can find a list of iStyle stores and authorised service centres on the website: [here](#). You can also bring your device to a store without service centre and iStyle will itself send it for repair.

You can contact the service centre by phone or by e-mail. View all service centres and contact [here](#). If more convenient, you can send your device for service by courier. In that case, you need to cover the courier cost.

### 1.3. When you started your rental service at Smarty.cz, iWant or JRC then:

You can have your rental device serviced only at the iWant service centres. Smarty CZ a.s., registration number 242 28 991, is an official Apple service provider in Czech Republic.

You can find a list of iWant stores and authorised service centres on the website: [here](#). You can also bring your device to a Smarty.cz or JRC store without service centre and Smarty.cz will itself send it for repair.

You can contact the service centre by phone or by e-mail. View all service centres and contact [here](#). If more convenient, you can send your device for service by courier. In that case, you need to cover the courier cost.

## 2. Before bringing in the device

Before giving the device to repair centre/store employees, please remove all personal data from a device or create a separate user account for servicing work.

Prepare Apple ID password and disable the Find My iPhone/Find My Mac function. Find My iPhone function is available on all iPhones, iPhones, iMacs, Macbooks and Mac minis. Detailed guidelines can be found [here](#).

You also need to make a backup copy of the data on the device. Here you can find instructions on how to back up your [Mac](#) and [iPhone/iPad](#).

If you need help with any of these steps, the repair centre/store employees are there to assist you.

**When you hand over the device and there are additional questions on the ownership of the device, please inform the repair centre/store employee that you are using Inbank Rent and you do not have a purchase invoice. If this is required (for warranty works), please turn to Inbank Rent and we will send the purchase invoice directly to service centre.**

## 3. Assessment

When you give your device to repair centre/store employee, they will gather details about what happened. After that, repair centre/store will assess the extent of the damage and calculate the cost of repair. If you had chosen a rental package with Inbank Rent insurance then after receiving the calculations you should turn to Inbank Rent and forward the cost estimate together with reasoning about what, when, where and how happened. Inbank Rent will then file an insurance claim on behalf of you and upon the decision, will notify you as well as the service centre whether the repair cost will be covered by the insurance company.

## 4. Insured events

An insured event is an unexpected and unforeseen event that occurred during the insurance period, including destruction, damage, theft, or robbery, as a result of which damage to the device occurs and which is not excluded in the [Device insurance leaflet of Inbank Rent s.r.o.](#)

Communication with the insurer is handled by Inbank Rent directly who will provide them with all necessary information and documentation.

## Device is damaged and repairable

In case the insurance company **will cover** the repair cost for a sudden and unexpected damage or malfunction, you are required to pay deductible depending on the type of the rental device directly to Inbank Rent.

Rental device	Deductible
Smart watch	CZK 1,300
Mobile phone	CZK 2,600
Tablet	CZK 2,600
Laptop / computer	CZK 4,000

In case the insurance company **will not cover** the cost, you are required to compensate the repair cost directly to repair centre/store.

In case the serial number or any other identifying code of the rental device changes during the repair, Inbank Rent must be notified of it and, if necessary, provided with proof.

Please note that repairing accessories is **not covered** by insurance.

## Device is damaged beyond repair

In case of a serious accident, the device may be damaged beyond repair. This means that the device has sustained damage or issues that



are so severe that attempting to repair it would not be practical or cost-effective. In this case, the rental contract is terminated.

In case the insurance company **will cover** the damage, you are required to pay deductible depending on the type of the rental device directly to Inbank Rent.

Rental device	Deductible
Smart watch	CZK 1,300
Mobile phone	CZK 2,600
Tablet	CZK 2,600
Laptop / computer	CZK 4,000

In case the insurance company **will not cover** the damage, you are required to compensate the cost according to the [Terms of Use of Inbank Rent s.r.o.](#)

### 5. Repair and replacement device

Usually, the repair of the device takes up to 8 business days from the time the insurance has made a decision and needed spare parts for the repair are ordered.

Upon completion of the repair, you will be notified by email or SMS (or by phone) that your device has been repaired and is ready for pick up.

If you need to use a replacement device (applicable only to phones) during the period of repair, you can rent it directly from repair centre/store, but you need to cover the cost yourself. The price for the replacement device can be found in the <https://www.istores.cz/servis> (iStores), <https://istyle.cz/servis/> (iStyle) or <https://www.iwant.cz/Servis> (Smarty.cz).

We value your feedback and strive to provide the best service possible. If you have any suggestions or concerns about the repair process, please feel free to share them with:

- iStores on [pripominky@istores.cz](mailto:pripominky@istores.cz),
- iStyle on [servis@istyle.cz](mailto:servis@istyle.cz),
- Smarty.cz on [servis@iwant.cz](mailto:servis@iwant.cz), or
- Inbank Rent customer support team (e-mail: [info@inbankrent.cz](mailto:info@inbankrent.cz) phone: +420 226 288 989).