

Rental device repair instructions

Valid for Inbank Rent UAB from 13.01.2025

Please note, that this document is only a translation of an official version provided in Lithuanian. Thus, in the event of any conflict in interpretation between this English version and the official version in the Lithuanian language, the version in the Lithuanian language shall prevail.

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

Apple - You can have your rental device repair services only at the „iDeal“ service centres. iDeal LT, UAB is an official Apple service provider.

„iDeal“ service centres are located in PLC „Panorama“ (Saltoniškių g. 9, LT-08105, Vilnius), PC „Akropolis“, Vilnius (Ozo g. 25, LT-07150, Vilnius), PC „Akropolis“, Kaunas (Karaliaus Mindaugo pr. 49, LT-44333, Kaunas), PLC „Mega“, (Islandijos pl. 32, LT-47483, Kaunas), PC „Akropolis“, Klaipėda (Taikos pr. 61, LT-91182, Klaipėda). You can also bring the device to the „iDeal“ store in PPC „Ozas“, (Ozo g. 18, LT-08243, Vilnius) or PC „Akropolis“, Šiauliai (Aido g. 8, LT-78322, Šiauliai) from where they are sent to „iDeal“ facilities with service for repair.

You can contact the service centre by phone at +370 5 2157504 or by e-mail at servisas@ideal.lt. View all service contacts [here](#). You can also book a suitable time for service online on the [iDeal webpage](#). If more convenient, you can send your device for service by courier. For this option please first register online on [iDeal webpage](#) or contact service centre.

Samsung - You can have your rental device repair services only at the Samsung authorized service centre TSC Authorized service (SIA LMT Retail & Logistics Lithuanian branch).

You can contact the service centre by phone at +370 521 95 332 or by e-mail at info@lts.lt. [View](#) all service contacts. You can also register repair online on the TSC webpage. 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 for repair

Before giving the device to the repair, 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” function. In some cases if you will try to disable “Find My”, you will have to disable “Stolen Device Protection” function first. “Find My” function is available on all “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” and [here](#) you will find instructions to back up data on your Samsung devices.

If you need help with any of these steps, service centre’s/store’s technicians 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 technician that you are using Inbank Rent UAB (hereinafter – Inbank Rent) services 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 center.

3. Assessment

When you give your device to a technician, they will gather details about what happened. After that, service 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 a claim for insurance 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 under the terms of [Device insurance leaflet](#).

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

In case the insurance company **will cover** the repair cost in case of sudden and unexpected damage or malfunction, you are required to pay deductible of 149 EUR directly to Inbank Rent.

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

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 of 149 EUR directly to Inbank Rent.

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

Repair and replacement device

When the device is going into repair, you are given a service order number so that you have the possibility to see the service status [online](#) (Apple) or [here](#) (Samsung).

Usually, the repair of the device takes up to 7 business days from the time the insurance has made a decision and needed spare parts for the repair are ordered.

Service centre/store technician will inform you by phone, e-mail and/or SMS once you can pick up your device.



If you need to use a replacement device during the period of repair, you can rent it directly from service centre/store, but you need to cover the cost yourself, if applicable.

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 service centre/store directly or the Inbank Rent customer support team (e-mail: info@inbankrent.it phone: +370 700 700 80).