

Rental device repair instructions

Effective as of 20 November 2023

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 center

You can have your rental device serviced only at the iDeal service centers. "iDeal Group" AS filiāle "iDeal", reg. No. 40103177024 is an official Apple service provider in Latvia with over 25 years of experience.

iDeal service centers are located in iDeal Brīvības (Brīvības iela 31, Rīga, Latvia, LV-1010), iDeal Akropole (Maskavas iela 257, Rīga, Latvia, LV-1063) and iDeal Alfa (Brīvības gatve 372, Rīga, Latvia, LV-1006).

You can contact the service center by phone at +371 28030305 or by e-mail at service@ideal.lv. View all [service contacts](#). 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. In that case, you need to cover the courier cost.

2. Before bringing in the device

Before giving the device to the repair technicians, 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, iPads, 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 iDeal technicians are there to assist you.

When you hand over the device, please inform the technician that you are using Smart Deal and as you are renting the device from SIA Inbank Rent you don't have a purchase invoice.

3. Assessment

When you give your device to a technician they will gather details about what happened, how and when. After that, iDeal will assess the extent of the damage, calculate the cost of repair, and if you have rented the device with insurance package contact the insurance company on your behalf. They will then assess and notify iDeal 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 Conditions](#).

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

If the insurance company **will cover** the repair cost, you are required to pay a deductible amount of 149 € directly to iDeal.

If the insurance company **will not cover** the cost, you are required to compensate the repair cost directly to iDeal.

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

Device is beyond repair

In case of a serious accident, the device may be 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.

If the insurance company **will cover** the damage, you are required to pay a deductible amount of 149 € directly to Inbank Rent.

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

5. Repair and replacement device

If 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.

Usually, the repair of the device takes up to 5 business days from the time the insurance company has made a decision and needed spare parts for the repair are ordered. With the exception of Apple watch which repair may take up to 10 business days.

iDeal technician will call you 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 iDeal, but you need to cover the cost yourself. The price for the replacement device can be found in the [iDeal price list](#).

iDeal and Inbank Rent 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 [iDeal](#) or the Inbank Rent customer support team (e-mail: info@inbankrent.lv phone: +371 66 939 000).