

Returns and Warranty Policy

Last updated: 30 September 2026

1. Scope

This policy governs returns, the right of withdrawal and the warranty of the refurbished devices (mobile phones and smartwatches) sold by AlexPhone, S.L. through its online store.

2. Right of withdrawal

You have 30 calendar days from receipt of the device to withdraw from the purchase without giving any reason. To exercise it, contact us first at <https://support.alexphone.com/withdrawal>.

The device must be returned in the same condition in which it was delivered, factory-reset and with the iCloud account signed out. With an active iCloud account we cannot process the return or the repair.

3. Accessories

- **Withdrawal:** include all original accessories; if any is missing, its value will be deducted from the refund.
- **Repair or replacement under warranty:** send only the device, without accessories.
- **Accessories bought separately** (cases, screen protectors, cables) cannot be returned.

4. Shipping the return

In the event of withdrawal, the cost of returning the goods is borne by the customer. You can arrange the shipment yourself with the carrier of your choice, or ask us for a DHL label, the cost of which will be deducted from the refund. Pack the device as you received it; if you ship it yourself, you are responsible for any loss or damage.

5. Damage in transit

If the device arrives damaged, let us know within 3 working days of receipt. After that period we will not be able to attribute the damage to transport.

6. Return costs

Exercising the right of withdrawal is free: we charge no fee or penalty for returning. The logistics costs of the return (return transport) are borne by the customer, except in the cases set out below.

- **Withdrawal:** the costs and risks of the return transport are yours. You may use your own carrier or request a DHL label (collection €15 within Spain / €19 international), the cost of which is deducted from the refund. If reusable accessories are missing, their value (€9) is deducted.
- **Faulty product or AlexPhone error:** the return is free, logistics included. We provide a label at no cost and, after checking the device, we repair, replace or refund.
- **Fault not covered by the warranty:** any physical or liquid damage is outside the warranty and subject to a prior quote.

7. Refunds

The refund is made by the same means of payment once the device has been received and checked at our facilities, within a maximum of 14 calendar days from its receipt. Nevertheless, in accordance with consumer law, if you provide proof of having shipped the return we may start the refund from that date. The refund includes the price of the product and the original standard shipping costs; the extra cost of any express or premium shipping option you chose is not refunded.

8. Warranty (2 years)

All devices come with a **2-year warranty** from the date of delivery: the first year under the legal guarantee, and the second under an AlexPhone commercial warranty.

First year: legal guarantee of conformity

As the products are second-hand goods, AlexPhone and the customer agree, in accordance with Article 120 of the Consolidated Text of the Spanish General Law for the Protection of Consumers and Users (TRLGDCU), that AlexPhone shall be liable for any lack of conformity that becomes apparent within **1 year** of delivery.

During that year, if the device does not conform to the contract, you may choose between repair and replacement, unless the option chosen is impossible or disproportionate. If neither is possible, or it is not carried out within a reasonable time, you may request a price reduction or termination of the contract with a refund.

Second year: AlexPhone commercial warranty

During the second year from delivery, AlexPhone offers a free commercial warranty covering defects in materials and workmanship, in both hardware and software. This warranty is in addition to the legal guarantee and does not affect your statutory rights. Guarantor: AlexPhone, S.L., Carrer de Francesc Teixidó, 12, 08918 Badalona (Barcelona), Spain.

It covers:

- Operating defects not detected during refurbishment (mainboard, camera, speakers, microphone, connectivity, sensors, buttons, charging ports).
- Original software faults.

For a fault covered by the commercial warranty, we act in this order: repair → replacement → refund.

Battery

- We guarantee a battery health of at least 90% at the time of delivery.
- **First year:** if battery health drops below 85%, you are entitled to its repair or replacement.
- **Second year:** the battery is excluded from the commercial warranty, as it is a consumable that wears with use.

What the warranty does not cover

- Wear from normal use of the device, including battery degradation that remains above 85%.
- Damage from drops, knocks, pressure, or a screen broken through misuse.
- Liquid damage or oxidation. The original water resistance is not maintained in refurbished devices: the devices are opened for inspection during the process, so the seal is not guaranteed.
- Normal cosmetic wear, already reflected in the device's grade.
- Tampering or repair by third parties not authorised by AlexPhone.
- Modified software (jailbreak) or locks caused by the user's iCloud account.
- Damage resulting from improper use or use not in accordance with the manufacturer's instructions.

For physical or liquid damage we will send you a repair quote and will only proceed with your express agreement.

How to claim under the warranty

Contact us at <https://support.alexphone.com> or at support@alexphone.es, stating your order number and the fault.

9. Exclusion of liability

We are not responsible for the data stored on the device or for any additional accessories (cases, screen protectors, cables) sent with it. Remove your SIM card and back up your data before sending it.

10. Contact and addresses

- **Support:** <https://support.alexphone.com> · support@alexphone.es
- **Shipments** (courier only, no walk-in service): AlexPhone, S.L. · Carrer de Francesc Teixidó, 12 · 08918 Badalona, Barcelona, Spain
- **Walk-in service:** Calle Mallorca, 134 · 08036 Barcelona, Spain · +34 935 95 87 26

This document is a translation of the Spanish original, provided for convenience. In the event of any discrepancy, the Spanish version shall prevail.