Can I return a damaged item after the end of use?

Lorena Giresi - 2026-10-14 - Device Return After the Usage Period

According to the signed usage agreement, it is not possible to return a damaged device.

The following options are available in such a case:

1. Repairing the device

You can obtain a cost estimate from a repair service of your choice and, if necessary, have the repair completed. Once the repair is finished, the device can be returned in accordance with the return guidelines.

1. Purchase the device

Alternatively, you can purchase the device through the purchase portal and keep it.

Until the expiration of the contract, the leasing company remains the legal owner. This means there is a third-party relationship if the device has been damaged by the user.
We therefore recommend that you check whether your personal liability insurance, if you have any, covers the damage.
Whether coverage is possible depends on your individual insurance policy.