Return of devices (end of use)

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

A **free return shipment is only guaranteed within Germany** and with the return label provided by dedicom. You will receive this return label automatically by e-mail **21 days** before the end of the use period.

Returns outside Germany: Please make sure that the shipment from outside Germany has sufficient postage.

Unpaid shipments will not be accepted by the lessor and won´t release you from further claims under your existing usage agreement with your employer.

The shipment fees will be borne by the current user.

Please follow the steps below when returning the product:

- Damaged and incomplete items are excluded from return.
- Remove SIM card and memory card
- Remove all passwords from the device
- Apple iOS: Delete device from iCloud
- Android: Delete device from your google acccount
- Delete all personal data
- Enclose the consignment note (You will receive an automatic e-mail from us 21 days before the end of use)
- Pack the item securely for transport
- Attach address label (You will receive an automatic e-mail from us 21 days before the end of use) to the outside of the parcel. The original packaging is not required for the return shipment.

Please do not return the devices until you have received the return documents from us.

You can contact us if you need this earlier.