

Three Recycle Terms and Conditions

Please read these terms and conditions carefully before sending us your device(s). You should understand that by submitting an order, you agree to be bound by these terms and conditions.

We recommend you take note of your IMEI number in case there is a problem with your order. Your IMEI number can be found at the back of your phone under the battery or by typing in *#06#

Your Device

Each device sold by you should match the make and model stated when registering your order and meets the following conditions:

1. The device must turn on and off.
2. The device must be fully functional and complete.
3. The screen must be working and intact.
4. The battery must be included and fully charged.
5. The device must not be crushed or liquid-damaged.
6. The device must be original and meet the manufacturer's original specifications.

Grading Phones

No phone is ever the same so grading does vary from model to model and depending on the damage and condition but to give you an idea of how any damage can affect our valuation have a look at our table.

Please be aware these are just outline and damage is judged on a phone by phone basis so these reductions may vary depending on how your item can be reused, resold or recycled.

Reduction	Type of Damage
-50%	<ul style="list-style-type: none">• Cracked, customised or missing front or back covers• Missing or faulty buttons• Water Damaged but the device is still fully functional
-80%	<ul style="list-style-type: none">• Screen damage (cracked or smashed screen, LCD/Pixel damage, display issues)• Heavy damage to device• Faulty main menu or home button• Software faults/Device does not connect to a computer
-100%	<ul style="list-style-type: none">• Blocked, stolen or fake items. Doesn't power on or off or accept a charge

For certain models like iPhones and other smartphones we test more functions – like software, connectivity and full functionality so you may find that for these devices our grading will sometimes mean we are unable to offer any payment for it. In these instances you can claim your phone back within 48hrs, there will be an administration charge of €18.30. For the return of your item(s) speak to customer service for details.

Our admin charge simply covers the costs we occur when we receive, process, test, retest and return your item. We do not make any profit when we return items.

Phones valued €10 or under

If your phone is valued under €10 in our initial quote and if any damage is then identified during the grading process, you will not receive any payment. This is due to the processing needs required to resell or recycle the device responsibly.

Grading digital cameras, sat navs, games consoles and iPods

1. It must turn on and off.
2. The device must be fully functional and complete.
3. The screen must be working and intact.
4. The battery, charger, any mountings, manuals (and memory card for Sat Navs) must be included and fully charged.
5. The device must not be crushed or liquid-damaged.
6. The device must be original and meet the manufacturer's original specifications.

Grading for gadgets is more specific and items should be in good condition to receive a payment. In some instances depending on item type we won't offer a reduction we will simply be unable to make a payment for it.

Other damage – for ad hoc damage and anything which affects our ability to refurbish or recycle your order there will be a reduction in price to reflect this damage. In these cases Three Recycle will have the final decision on all device values.

By submitting an order through our site you warrant that the device(s) comply with these terms.

Pins / Passwords

If you have a PIN or Password on any of your items you should remove this before sending. If we receive your device and can't test it due to a password we will attempt to call and email for the PIN/Password. If we don't get a reply in 24 hours we will need to process with a reduction as we aren't able to test these items.

48hr Phone Back Promise

If your item is valued over €10 and incurs a reduction due to damage we will contact you giving you 48hrs to arrange for the return of your item. There will be an admin charge of €18.30 taken to secure the return of your item(s) please contact customer service for information on this charge. Our admin charge simply covers the costs we occur when we receive, process, test, retest and return your item. We do not make any profit when we return items.

After 48hrs if we haven't heard from you we will send your item to be recycled responsibly.

Any stolen, blocked, counterfeit or fake devices returned will be held by Three Recycle and reported to the police. No payment will be made and the device(s) will not be returned.

Any devices that are sent to Three Recycle and do not have a cash back value will be recycled in the greenest possible way.

Pricing

Prices offered on our website are subject to change at any time without notice.

When your order has been placed, the prices quoted are guaranteed for 7 days. (This is the date on which we send you a confirmation letter and Freepost envelope or from the date that you print a freepost label). If your phones are received after 7 days from the "issue letter date" the up-dated, current prices will apply.

If the device(s) received differs to the device(s) registered on-line, the order will be processed based on the device(s) received, not the device(s) registered.

Three Recycle will have the final decision on all device values.

All quoted prices are subject to valuation once we receive and grade your item.

Payments

When we receive your order, we will check that it is complete, and that it meets our terms and conditions. Providing it does, we will action payment within 5 working days.

Please Note: Payment can only be made to the name, address and details provided upon registration.

Payment in to your bank account by BACS (the electronic transfer of funds in to your account) requires you to complete all fields on the order confirmation page with your account details.

If you request payment by cheque we require you to complete your full address on the order confirmation page.

If you have damaged your cheque, you can have it reissued, free of charge, by posting us a written request and including the damaged cheque to the following address:

Three Recycle c/o
Unit 6b Westgate Business Park
Ballymount
Dublin 24

If the damaged cheque is not received by us, a cancellation fee will apply and will be deducted from the re-issued cheque value.

If you have lost your cheque, you can request for it to be cancelled and re-issued. A cancellation fee will apply and will be deducted from the re-issued cheque value.

Postage

We recommend sending high value items by registered post (Special Delivery) this gives you the peace of mind and ability to track your items.

You can also use the Three Recycle Freepost label provided. We do not accept responsibility for non-delivery of devices or damage in transit. We also recommend that, to avoid any damage during transit, devices are packaged adequately using protective wrapping.

Registered deliveries should be sent to us at:

Three Recycle c/o
Unit 6b Westgate Business Park
Ballymount
Dublin 24

PLEASE ENSURE THAT YOU ARE HAPPY TO SEND THE DEVICE TO US AND THAT IT IS WITHIN YOUR RIGHTS TO DO SO.

Consumers

By placing an order through our site, you warrant that:

1. You are resident in Ireland;
2. You are accessing our site from that country;
3. You are legally capable of entering into a binding contract;
4. You are at least 18 years old; or
5. If you are under 18 years of age, that you have obtained your parent's or guardian's consent to sell your device to us for the sum indicated via our website.

You and your parents or guardians release us of any liabilities or claims that may arise if you send the phone to us in breach of this warranty. If you deal as a consumer any provision of this contract which is of no effect to a consumer shall not apply. Your statutory rights are not affected by this contract. For the purposes of these terms and conditions, "consumer" means an individual who neither makes this contract in the course of a business, nor holds himself out as doing so, as defined by the Consumer Protection Act 2007.

Please note:

1. You are responsible for cancelling any airtime contract linked to each handset. We are not responsible for any call costs arising before, or after, receipt of your handset, or arising from any other circumstances whatsoever.
2. Please remove SIM cards before sending us your mobile. Any SIM cards received by us will be destroyed, and so obviously cannot be returned (we will dispose of them appropriately). We accept no liability in the event that any phone that has been sent with its SIM card is lost and charges are then incurred. You shall continue to be responsible for such charges.
3. Please ensure all personal data is removed from devices before sending them to Three Recycle. This includes but is not limited to all personal details, SMS, photos, videos, games, songs or other data. Three Recycle will not accept responsibility for the security, protection, confidentiality or use of such data. By sending your device to us you agree to release us from all and any losses, claims or damages with respect to the data enclosed or stored therein or on any media used in conjunction with the device.

How the Contract Is Formed Between You and Us

Our site is only intended for use by people registered with us and residents in the Republic of Ireland. At our complete discretion we may accept or reject orders from people outside of these territories. Your contract with us will be formed when we accept your order. It will incorporate these terms and conditions. You must own all rights, title and interests in any device(s) that you send to us. Ownership of the device(s) will only pass to us when we receive the devices, in accordance with these terms and conditions, and we have dispatched payment to you, when, hence, a contract will be formed. The dispatch of payment by us to you shall be deemed communication of acceptance of an order by us for the purposes of contract formation. The contract between you and us is binding on you and us and on our respective successors and assigns. You may not transfer, assign, charge or otherwise dispose of a contract, or any of your rights or obligations arising under it, without our prior written consent. We may transfer, assign, charge, sub-contract or otherwise dispose of a contract, or any of our rights or obligations arising under it, at any time during the term of the contract. You may cancel the contract with us at any time up to the time when you send us the device ("cooling off period"), providing:

1. The contract was negotiated and concluded exclusively by means of distance communication (including but not limited to, telephone, letter, fax or email); and
2. You are a natural person acting outside the purpose of any business.

When cancelling during the cooling-off period, you need not give us any reason for cancelling the contract, nor will you have to pay any administration charges. To cancel the contract you must notify us in writing. This contract cannot be cancelled once our payment has been issued to you.

Events Outside Of Our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a contract that is caused by events outside our reasonable control or due to our compliance with any applicable laws or regulations.

Privacy Policy

Redeem take data protection very seriously and we do everything in our power to ensure your data is handled and processed securely. If you would like to know more about what data we hold on you, how your data is handled and how to have your data removed from our systems, [click here to go to our Privacy Policy](#).