

## MACRO EVOLUTION SERVICES (MACROEV) TRADE-IN TERMS AND CONDITIONS

### 1. TERMS

These are the terms and conditions on which we take devices from you and on which you may take part in our trade-in Programme. The trade-In programme provides you with the option to receive monies via bank transfer for your old device subject to the 'device' being listed on our eligible trade-in list and conforming to our promotional terms and conditions as laid out below and shown on our website <https://tradein.macroev.com/threecycle>. By sending us your device that appears on our list of eligible devices for trade-in you agree to be bound by these terms and conditions.

Please read these terms carefully if you would like to take part in the trade-in programme. These terms tell you who we are, the conditions of the trade-in programme and other important information.

Please read these terms carefully before you send us your device(s) and take note of your device IMEI/Serial or unique number in case there is a problem with your order. On your phone for example the IMEI number can be found by typing in `*#06#` in the phone dialler on your device (or in your device settings). It may also be printed on the back of your device or under the battery. For other device types you may provide a unique number or serial number which again can normally be found on the back of the device or on the original packaging.

IN ADDITION TO THESE TERMS AND CONDITIONS, THE FOLLOWING TERMS ALSO APPLY TO YOUR USE OF OUR WEBSITE AND DATA PROTECTION:

<https://www.macroev.com/privacy-policy>

### 2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 Macro Evolution Services (MacroEV) a DCC plc owned business are a white label technical service company. Established in 2018 to provide a true end-to-end range of support to our partners. We provide technical and support services to enable partners to expand their value adding offerings to their clients without the need for expertise or infrastructure investment. Our technical support services facilities both in Ireland and the UK exceed global brand compliance standards. We also provide a range of technical support services to leading global vendors to improve their customer experience.

You may contact us at any time via email at [online@macroev.com](mailto:online@macroev.com) or see our contact info at the bottom of our website: <https://tradein.macroev.com/threecycle>.

2.2 If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order. Please note that 'writing' or 'written' includes emails.

### 3. THE TRADE IN PROGRAMME – OVERVIEW/HOW TO TAKE PART

Three Ireland (Hutchison) Limited in partnership with Macro Evolution Services Limited offer trade-in programme(s) via the trade-in website <https://tradein.macroev.com/threecycle>. There are currently two trade-in programmes available as defined below.

- (1) Three Ireland's standard trade-in programme which allows end users to trade-in an eligible smartphone, tablet & wearable as defined at <https://tradein.macroev.com/threecycle> and receive a trade-in value based on a trade-in evaluation process and or (2) for a limited time only there is an additional trade-in programme for the **"Google Pixel 10", "Google Pixel 10 Pro" and the "Google Pixel 10 Pro XL"** is run in conjunction with Google/Three Ireland for the **"Google Pixel 10", "Google Pixel 10 Pro" and the "Google Pixel 10 Pro XL"** and **"Samsung 24" and the "Samsung S25 Series"** which is run in conjunction with Samsung/Three Ireland for the **"Samsung 24" and the "Samsung S25 Series"** and **"Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7 "** which is run in conjunction with Samsung/Three Ireland for the **"Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7 "** which and are bound by the promotional terms and conditions as laid out below and shown on our website <https://tradein.macroev.com/threecycle>.

**"Google Pixel 10", "Google Pixel 10 Pro" and the "Google Pixel 10 Pro XL" ('Promotion') , "Samsung 24" and the "Samsung S25 Series" & "Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7 " ('Promotion')**

#### Three Enhanced trade in offer

- For successful new connections only or upgrading to **"Google Pixel 10", "Google Pixel 10 Pro" and the "Google Pixel 10 Pro XL"** on Three Prepay or Three Bill Pay in any Three Ireland sales channel within the promotional period **(9am (Irish time) on 28<sup>th</sup> August 2025 and shall close at 23.59 (Irish time) on 11<sup>th</sup> September 2025)**, eligible customers will receive an additional trade in value of up to €250 for an eligible smartphone traded in subject to uploading a proof of purchase, completion of online form and traded in device being received and validated by Macro EV who are trade in service provider to Three Ireland (Hutchison) Limited. Eligible devices only and minimum acceptance criteria apply. See <https://tradein.macroev.com/threecycle/#terms-and-conditions>
- For successful new connections only or upgrading to **"Samsung 24" or the "Samsung S25 Series"** on Three Prepay or Three Bill Pay in any Three Ireland sales channel within the promotional period **(9am (Irish time) on 6<sup>th</sup> May 2025 and shall close at 23.59 (Irish time) on 30<sup>th</sup> September 2025)**, eligible customers will receive an additional trade in value of €100 for an eligible smartphone traded in subject to uploading a proof of purchase, completion of online form and traded in device being received and validated by Macro EV who are trade in service provider to Three Ireland

(Hutchison) Limited. Eligible devices only and minimum acceptance criteria apply. See <https://tradein.macroev.com/threecycle/#terms-and-conditions>

- For successful new connections only or upgrading to **“Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7”** on Three Prepay or Three Bill Pay in any Three Ireland sales channel within the promotional period **(9am (Irish time) on 9<sup>th</sup> July 2025 and shall close at 23.59 (Irish time) on 30<sup>th</sup> September 2025)**, eligible customers will receive an additional trade in value of up to €200 for an eligible smartphone traded in subject to uploading a proof of purchase, completion of online form and traded in device being received and validated by Macro EV who are trade in service provider to Three Ireland (Hutchison) Limited. Eligible devices only and minimum acceptance criteria apply. See <https://tradein.macroev.com/threecycle/#terms-and-conditions>

#### **“Enhanced trade in values”**

Google Pixel 10	- €200
Google Pixel 10 Pro	- €250
Google Pixel 10 Pro XL	- €250
Samsung Galaxy 24	- €100
Samsung Galaxy 25	- €100
Samsung Galaxy 25 Plus	- €100
Samsung Galaxy 25Ultra	- €100
Samsung Galaxy Z Flip 7 FE 256GB	- €200
Samsung Galaxy Z Flip 7 512GB	- €200
Samsung Galaxy Z Fold 7 512GB	- €200
Samsung Galaxy Z Flip 7 FE 128GB	- €100
Samsung Galaxy Z Flip 7 256GB	- €100
Samsung Galaxy Z Fold 7 256GB	- €100

- 3.1 **“Payment”**: means subject to successful new or upgrading connections for the **“Google Pixel 10”, “Google Pixel 10 Pro” and the “Google Pixel 10 Pro XL”** and/or **“Samsung 24”** and the **“Samsung S25 Series”** and/or **“Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7”** on Three Prepay or Three Bill Pay in any Three Ireland sales channel within the promotional period(s) and as per our trade-in process as set out at [https://tradein.macroev.com/threecycle\\_payment](https://tradein.macroev.com/threecycle_payment) will be paid to End Users by MACROEV on behalf of Three under these terms and conditions.

3.2 **“End Users”**: means participants in the Promotion who are eligible to participate in the Promotion and have sold a Trade In Device to MACROEV through the Promotion Website <https://tradein.macroev.com/threecycle>.

3.3.a **"Google Pixel 10", "Google Pixel 10 Pro" and the "Google Pixel 10 Pro XL"** is defined as follows. The Google promotion starts at 9am (Irish time) on 28<sup>th</sup> August 2025 and ends at 23.59 (Irish time) on 11<sup>th</sup> September 2025. (the **"Promotion Period"**). Claims must be made by no later than 23.59 (Irish time) on 26<sup>th</sup> September 2025 (the **"End Date"**). Claims received after the End Date will be marked as invalid and will not be accepted.

3.3.b **"Three "Samsung 24" and the "Samsung S25 Series"** is defined as follows. The Samsung promotion starts at 9am (Irish time) on 6<sup>th</sup> May 2025 and ends at 23.59 (Irish time) on 30<sup>th</sup> September 2025. (the **"Promotion Period"**). Claims must be made by no later than 23.59 (Irish time) on 15<sup>th</sup> October 2025 (the **"End Date"**). Claims received after the End Date will be marked as invalid and will not be accepted.

3.3.c **"Three "Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7"** is defined as follows. The Samsung promotion starts at 9am (Irish time) on 9<sup>th</sup> July 2025 and ends at 23.59 (Irish time) on 30<sup>th</sup> September 2025. (the **"Promotion Period"**). Claims must be made by no later than 23.59 (Irish time) on 15<sup>th</sup> October 2025 (the **"End Date"**). Claims received after the End Date will be marked as invalid and will not be accepted.

MACROEV shall only pay out the Payments to End Users; who have claimed before the final end date 23.59 (GMT) on 26<sup>th</sup> September 2025 for Google and 15<sup>th</sup> October for Samsung as set out in the Promotion Terms and Conditions herein.

Further to clause 3.3 above the following also applies to this promotion.

3.4 who have provided a unique IMEI or serial number for a Promotional Product which matches an IMEI or serial number provided by Google/Three Ireland and/or Samsung/Three Ireland (and MACROEV shall not be responsible if such Google/Three Ireland and/or Samsung/Three Ireland provided IMEI or serial numbers are out of date or incorrect);

3.5 have entered a Purchase Date which is within the Promotion Period;

3.6 have uploaded the IMEI or serial number of their Trade-In Device; and proof of purchase

3.7 who sell a Trade-In Device to MACROEV, that meet the criteria as set out in the Promotion Terms and Conditions.

3.8 In determining whether the information provided by End Users is valid, MACROEV shall act in good faith and ensure its personnel exercise reasonable care, skill and judgment in such determination and, if it considers it necessary, request further information from the End User. In doing so MACROEV shall take the following minimum actions:

3.9 check against the IMEI or serial number provided by the End User to ensure it matches an IMEI or serial number provided by Google/Three Ireland and/or Samsung/Three Ireland

3.10 record the IMEI or serial number provided by Google/Three Ireland and /or Samsung/Three Ireland and compare future claims against recorded IMEI or serial numbers to ensure there is no duplication of claims.

3.11 MACROEV shall not otherwise be required to undertake any additional investigation or verification other than a review of the information provided.

3.12 Should MACROEV be in doubt as to validity of any of the information provided by End Users, MACROEV shall contact Google/Three Ireland and/or Samsung/Three Ireland (who shall support MACROEV in authenticating the information (and MACROEV shall be entitled to rely upon and shall not be responsible for any decision, suggestion or information made or supplied by Google/Three Ireland and/or Samsung/Three Ireland regarding authentication).

Your completion of the online order form is an offer to us to purchase your Existing Smartphone. The contract between us and you is formed, subject to these terms and conditions, when we confirm receipt of your online order form. The contract between you and us (MacroEV) is conditional upon us receiving your Existing Smartphone and it (and you) complying with these terms and conditions. The estimated price may vary as set out in these terms and conditions.

Please read these terms carefully if you would like to take part in the Trade-In Programme. These terms tell you who we are, the conditions of the Trade-In Programme and other important information.

#### **4. Offer and Acceptance**

Participants agree to be bound by these terms and conditions (the “**Terms and Conditions**”). Any information or instructions published by the Promoter about the Promotion at <https://tradein.macroev.com/threecycle> form part of the Terms and Conditions.

#### **Eligibility**

To be eligible to participate in the Promotion you must be an Irish resident aged 18+ (or have obtained your parent or guardian’s consent to the relevant sale for the relevant sum) or a Company registered in Ireland.

Employees or agents of the Promoter that are involved in the operation of this Promotion or anyone professionally connected to this Promotion are not eligible to enter.

Network providers, retailers, distributors, resellers and any person who purchases the Promotion Products (defined herein) for resale or otherwise not as the user of the Promotion Products, may not participate in this Promotion and are specifically excluded as a Participant.

Purchases from auction websites (e.g. eBay) or from third party sellers on online retailers' websites are specifically excluded from this Promotion.

On placing your order either in store or online from Three Ireland and within the promotion period, you may, if you choose to do so by clicking on the relevant trade-in option(s) on the <https://tradein.macroev.com/threerecycle> website be eligible to receive a trade-in value for your device (subject to T&C's) and provided it is listed on our list of eligible devices to trade-in.

Your completion of the online order form is an offer to us to purchase your device. The contract between MacroEV (us) and you is formed, subject to these terms and conditions, when we confirm receipt of your online order form. The contract between you and us is conditional upon us receiving your device and it (and you) complying with these terms and conditions. The estimated trade-in valuation price may vary as set out in these terms and conditions.

Participants will be solely responsible for any and all applicable taxes and any other relevant costs or expenses which are not stated in the Terms and Conditions as being included.

By participating in this Promotion Participants agree, to the maximum extent permitted by applicable laws, to release and hold the Promoter harmless from any and all liability whatsoever for any injuries, losses or damages of any kind arising from participation in or in connection with the Promotion, including without limitation, awarding, acceptance, receipt, possession, use and/or misuse of the Reward. The above limitation of liability shall not apply to liability arising from fraud (including fraudulent misrepresentation), death or personal injury caused as a result of Promoter's negligence.

To take part in the Trade-In Programme:

You must be a consumer;

You must meet at least the 'Minimum Requirements' as set out within these T&C's;

You must complete the trade-in process as set out on our website

<https://tradein.macroev.com/threerecycle>;

#### 4.1 Minimum Requirements

The device must be owned by you; it must match the make and model you entered in our trade-in system, and it must also meet the following criteria.

You must own the device.

To avail of the promotion your device must be listed on our eligible device list as shown on our website <https://tradein.macroev.com/threerecycle>. For devices not included on the eligible device list participants can look to recycle these directly with Three via the Three recycle website We will accept your existing trade-in device if it is in one of the following

conditions, Excellent, Good, Fair or Poor. See <https://tradein.macroev.com/threecycle> for further details on what these conditions mean.

At the very minimum the device being traded in must:

It must power on/up and hold a charge.

It must be fully functional and must have no software or hardware faults.

It must meet one of our grading ratings Excellent, Good, Fair or Poor, see our website for exact details: <https://tradein.macroev.com/threecycle>

It must not be blacklisted - each device must be eligible to pass all lost/stolen registers.

It must be factory reset and have no software locks - the device must have any personal account locks removed and the device must be reset to remove personal data, all devices must have their iCloud or Google accounts removed or custom MDM/UEM accounts removed.

It must not be PIN locked and must not have an 'Activation Lock' or 'iCloud Lock' activated. (Please carefully review Clause 5.6 below).

It must include its battery within the casing and must not have any missing parts.

It must not be crushed, bent in half or liquid-damaged.

It must not be "jail-broken", "rooted", "bricked" or "Knox warranty void" and the firmware must not have been altered.

It must be original and meet the manufacturer's original EU specifications (and is not personalised with any custom engraving). For example, the entire colour of the device must match the original manufacturer's specification.

Not have any other issues which affect our ability to resell it.

Individual Participants may submit a maximum of one (1) Claim per Promotion Product purchased and a maximum of two (2) per household

To claim the **"Google Pixel 10", "Google Pixel 10 Pro" and the "Google Pixel 10 Pro XL"** promotion, Participants must first purchase a **"Google Pixel 10", "Google Pixel 10 Pro" and the "Google Pixel 10 Pro XL" device**. And

To claim the **"Samsung 24" and the "Samsung S25 Series"** promotion, Participants must first purchase a **"Samsung 24" or the "Samsung S25 Series" device**.

To claim the **"Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7"** promotion, Participants must first purchase a the **"Samsung Galaxy Z Flip 7 FE, Samsung Galaxy Z Fold 7 and Samsung Galaxy Z Flip 7" device**

Standard trade-in promotion is available visit the website

<https://tradein.macroev.com/threecycle>

Rewards are non-transferable. In the event of unforeseen circumstances, the Promoter may substitute a Reward of equal or greater value for the Reward.

4.2 When we accept your request for a trade-in via our website we will assign you with a unique order number which we will send you by email. It will help us if you can tell us the order number whenever you contact us about your order.

4.3 Acceptance

Following acceptance you will be provided/sent a prepaid trade-in return envelope so you can send your device back to us for final evaluation. It is your responsibility to ensure that you package the device in a manner such that it is suitably protected against any potential damage during postal return. MacroEV only provide you with a basic trade-in return envelope, please ensure that you return your device to us with adequate protection to ensure it does not get damaged during transit within the postal/carrier network. We recommend using both bubble wrap and strong cardboard to ensure it does not get damaged in transit. Macro Evolution Services Ltd are not responsible for damage caused by inadequate packaging of the device. You should ensure that the device is provided to us within 14 days of receiving your prepaid return envelope. Macro Evolution Services Ltd are not responsible for any device(s) that get lost/damaged within the postal/courier service/network.

4.5 PLEASE ENSURE THAT YOU BACK UP ANY PHOTOS, FILES AND OTHER DATA WHICH YOU HAVE STORED ON THE DEVICE AND REMOVE THE SIM CARD AND MEMORY CARDS BEFORE PROVIDING THE DEVICE TO US. ON RECEIPT OF THE DEVICE, ALL DATA STORED ON IT WILL BE SECURELY WIPED. WE ARE NOT ABLE TO RECOVER ANY DATA STORED ON AN DEVICE WHICH HAS BEEN PROVIDED TO US. WE CANNOT BE HELD RESPONSIBLE FOR YOUR PERSONAL DATA IF YOU HAVE NOT REMOVED IT FROM YOUR DEVICE OR IF YOUR DEVICE IS LOST IN TRANSIT WHEN BEING SENT TO OR RETURNED BY US.

4.6 To the extent possible, we ask that you include the box and any original accessories which were included within the original box when you provide the device to us. If no box is available, please ensure appropriate levels of protective packaging is applied for safe return. We recommend using both bubble wrap and strong cardboard to ensure it does not get damaged in transit.

4.7 Please note that we inspect/evaluate under video all devices which are provided as part of the trade-in programme. If the device which you are proposing to provide to us does not meet the terms that you had agreed during the trade-in process, then we, (Macro Evolution Services Ltd.) will contact you and notify you of this. If you have any concerns about the inspection of your device, or wish to discuss the result of this inspection, please contact Macro Evolution [online@macroev.com](mailto:online@macroev.com).

4.8 If you send us a device which does not meet the initial trade-in terms that you had originally stated, or is not listed on our website, or if you do not comply with trade-In programme T&C's as set out here-in or on our website <https://tradein.macroev.com/threerecycle>, we may contact you and notify you that we are not purchasing your device. If we refuse to buy your device you may ask us to return it or recycle it. If we are unable to contact you within 15 days of receipt of your trade-in device & 3 attempts to contact you we will automatically recycle your device.

4.9

4.10 Your device must not be blacklisted or reported lost or stolen. Please see the red flag procedure below.



## 5. GRADING YOUR DEVICE

If your trade-in quote form stated that your device was in one of our 4 graded conditions Excellent, Good, Fair or Poor, then to receive the full estimated price for your device, it must meet or exceed the "Grading Criteria" as laid out on our website:

<https://tradein.macroev.com/threecycle>.

## 6. PRICING

6.1 Prices displayed on our website include any applicable VAT and other tax, and are subject to change at any time without notice. device prices are variable and if you check the value of your device but do not place a trade-in order, the value may be different at a later time.

6.2 Any special offers on device prices are subject to particular terms which we may impose and may be varied or withdrawn at any time without notice. All prices are paid in EURO and only within the island of Ireland.

6.3 The estimated price of any device is guaranteed for 14 days from when you submit your trade-in online, subject to the device complying with these terms and conditions. We may remind you if we have not received your device within 14 days of your order.

6.4 To be accepted, your device must be received within 14 days following your request and comply fully with these terms and conditions.

6.5 If your device is received more than 14 days following your order or does not comply with these terms and conditions then reduced prices may apply or we may refuse to buy your device.

6.6 If your device still has the 'Activation Lock' or 'iCloud Lock' activated, we will contact you to ask for your help in unlocking it. If we do not receive a response within 5 days of us contacting you, your device will be recycled and you will not receive any funds for this trade-in. In the event that you received any upfront payment/discount you will be liable to payback any monies or discounts provided to you during the trade-in process.

## 7. REDUCED PRICES

7.1 If reduced prices apply, we will contact you to make a reduced offer. If you reject this offer we will return your device. Reduced offers will be automatically processed for payment at the new reduced price if we do not receive your response to our proposed offer within 5 days.

7.2 Our decision is final on all device prices.

## 8. RED FLAGS

8.1 We check the status of all trade-in devices we receive against the National GSMA database <https://www.gsma.com/services/tac/about-device-check/> (using the unique IMEI or serial number).

8.2 If your device has a red flag (meaning it has been registered as lost, stolen, barred or blocked on the GSMA database), we must quarantine it for 28 days while its status is reviewed by you.

8.3 If we notify you that your device has a red flag you will need to contact the GSMA to have it removed, we will provide guidance on this procedure. If after 28 days you have been unable to get the device removed from the national GSMA device database we will have no option but to dispose of this device. Under no circumstances are we able to return a device to you if it is either registered or remains registered on the national GSMA database.

8.4 If we become aware of any issues with your order you may be required to co-operate with the authorities and we reserve the right to withhold or cancel payment.

8.5 If we become aware of a red flag or other ownership issue with your device and we have already paid you for the device, you agree to return that payment on our notification, and that we may take steps to recover that amount and any associated costs of recovery.

## 9. PAYMENTS AND OWNERSHIP

9.1 Ownership of your device will pass to us when we agree/dispatch payment to you or (if applicable) when we recycle it.

9.2 Payments will be sent by the method chosen in your online order form. If you wish to amend your payment method, please contact us before payment is sent. Payment will only be sent following receipt, testing and acceptance of your device (or under the "Reduced Prices" process set out above).

9.3 We issue trade-in payments normally within five working days unless there is an issue with your order. If there is an issue with your order we will attempt to contact you to notify you and inform you of the issue. If we do not receive a response you will be paid upon expiry of the 5 day notice period under the "Reduced Prices" process set out above. However, this is a timescale for guidance only and we cannot guarantee payment within that time.

9.4 Payment processing depends on third parties (such as banks) whom we do not control, and on you inputting complete and accurate payment details during the online trade-in order process. We do not accept liability for any delay or failure in your receipt of payment as a result of those third parties' action or inaction or your provision of inaccurate or incomplete details.

## 10. POSTAGE AND RETURNS

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

10.2 You send your device to us at your own risk. We cannot be responsible for devices we do not receive, or for the condition in which we receive devices. We strongly recommend that you pack your device carefully to minimise the risk of damage. The trade-in returns pack

we provide you does not guarantee that the device will be received in the same condition as sent. We recommend using both bubble wrap and strong cardboard to ensure it does not get damaged in transit.

10.3 If we receive a damaged package, the package and device (if we received it) will be returned to you so that you may claim for the loss directly from An Post or courier used. By sending the package back to you we do not guarantee that the claim will be successful and we will not have any liability for any claims which are refused by external parties. If we have made any upfront payments or discounts on your device you agree to return that payment on our notification, and that we may take steps to recover that amount and any associated costs of recovery.

For more information about making claims with An Post, please visit <https://forms.anpost.ie/enquiry>.

10.4 If we return your device, we use An Post at our cost (unless specified otherwise). If An Post cannot deliver the device, we will ask them to return it to our registered office and we will contact you to check your address. Once we receive confirmation that the address is correct we will resend the device.

## 11. LIABILITY

11.1 We will not be responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

11.2 Your statutory rights are not affected by these terms and conditions, and nothing in these terms and conditions limits our liability for death or personal injury caused by our negligence, our fraud or fraudulent misrepresentation or any other matter which cannot lawfully be limited or excluded.

## 12. FORMING THE CONTRACT

12.1 Your completion of the order form is an offer to us to purchase your device. The contract between us and you is formed, subject to these terms and conditions, when we confirm receipt of your order form. The contract between you and us is conditional upon us receiving your device and it (and you) complying with these terms and conditions. The estimated price may be varied as set out in these terms and conditions.

12.2 Our contract with you will terminate or expire when we buy, recycle or return your device in accordance with these terms and conditions.

12.3 If a consumer, you may cancel your contract with us without charge at any point up until you send your device to us. After this point you may not cancel your contract with us (but it may be terminated or expire as provided for in these terms and conditions).

### 13. 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 our contract with you that is caused by events outside our reasonable control or due to our compliance with any applicable laws or regulations.

### 14. GENERAL

14.1 These terms and conditions are governed by Irish law and claims in relation to our contract with you are subject to the jurisdiction of the courts of the Republic of Ireland.

14.2 If you need to contact us in relation to our contract with you, please use the methods set out in these terms and conditions. If we need to contact you, we may do so using any of the contact details you provided to us, including in your order form.

### 15. COMPLAINTS

If you have any complaints regarding our service, please contact us using the contact details provided at 2.1 above or send an email to us at [online@macroev.com](mailto:online@macroev.com).

### 16. HOW WE MAY USE YOUR PERSONAL INFORMATION

We will use your personal information in accordance with our Privacy Statement which can be found at <https://www.macroev.com/privacy-policy>.

17. The Promotion is governed by Irish law.