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Elisa Trade-In for Business – Service Terms

By returning your device by postal services according to the instructions, you confirm your acceptance of the following terms.

1 Service Description

Elisa Trade-In for Business is a service provided jointly by Elisa and Foxway. The returned device is evaluated, and compensation is paid based on its condition to the customer's billing agreement.

2 Device Data and Backup

Once you have returned your device to Elisa, it cannot be returned to you unless the final device value differs significantly from the estimated value. In that case, we will contact you to either approve the new price or cancel the Trade-In, after which the device will be returned.

- Make a backup and restore the device to factory settings before returning it.
- Devices are securely wiped by Foxway.

3 Device Condition

The device must be in the same condition as declared during the evaluation. If the condition differs from what was reported, the compensation amount may be reduced accordingly.

4 Cloud Services and Locks

The device must not be signed in to any cloud service (e.g., iCloud, Google, Samsung), nor may any "Find my device" function be active. Remove the device from any MDM connection. If the device is locked, no compensation will be paid.

5 Return and Time Limits

Return the device by post using the prepaid return package at a Posti service point. The return must be completed within 14 days from the order date.

6 Payment of Compensation

Compensation is paid to the customer's designated billing agreement once the final inspection is completed. Compensation is used to offset invoices on the billing agreement. It is not convertible to cash.

7 Ownership

Once the device has been received by Elisa, ownership transfers to Elisa's partner (Foxway). Data Protection. The customer is responsible for deleting all data before returning the device. Elisa and Foxway are not responsible for any data left on the device.



Short Return Instructions

- 1 Remove all accounts (iCloud, Google, Samsung) and any “find my device” features.
- 2 Restore factory settings.
- 3 Pack the device securely into the return package according to instructions.
- 4 Take the package to a Posti service point and keep the receipt.

Short Packing Instructions

- 1 Ensure the device is safely packed for transport.
- 2 Replace the shipping label with the return shipping label found inside the package and place it in the transparent pouch.
- 3 Return the package within two weeks to a Posti service point.
- 4 Keep the return receipt for any potential clarification.

Frequently Asked Questions (FAQ)

What do I need to include with the device?

We only need the device and its battery. Chargers, headphones, and SIM or memory cards should not be included.

How do I remove an iCloud account?

Settings > General > Reset > Erase All Content and Settings. Also disable “Find My iPhone”.

How do I remove a Google account?

Settings > Accounts > Select the account > Remove account.

How do I remove a Samsung account?

Settings > Accounts and backup > Manage accounts > Select the account > Remove account.

