

## Sunrise Smart Upgrade

Get the latest smartphone from a range of selected brands and models and save up to 25% – now and every 24 months.

### Options for device plans

	Smart Upgrade option										
Benefit	<ul style="list-style-type: none"> <li>With Smart Upgrade, Sunrise offers a discount of up to 25% when customers purchase a new smartphone with a device plan.</li> <li>The device plan allows customers to pay off the price of the device in 24 monthly instalments, with no interest or fees. This means the instalments are reduced accordingly. After 24 months, the customer has three options:               <ol style="list-style-type: none"> <li>1) They can return their old device and buy a new one with a discount of up to 25%.</li> <li>2) They can return an old device without buying a new one.</li> <li>3) They can keep their old device and pay the remaining balance.</li> </ol> </li> </ul>										
Discount, instalments and remaining balance	<ul style="list-style-type: none"> <li>Customers get a discount of up to 25% on the price of the device, depending on the brand and model. The published offers apply.</li> <li>When you sign up for a device plan, the discount is deducted from the price of the device. The customer then pays off the discounted price in 24 monthly instalments, based on the following price example:               <table border="1" data-bbox="555 1155 1412 1310"> <tr> <td>Price of the device:</td><td>CHF 1,000.-</td></tr> <tr> <td>Price of the device with Smart Upgrade, incl. 25% discount:</td><td>CHF 750.-</td></tr> <tr> <td>Number of monthly instalments:</td><td>24</td></tr> <tr> <td>Monthly instalment:</td><td>CHF 31.25</td></tr> <tr> <td>Remaining balance:</td><td>CHF 250.-</td></tr> </table> </li> <li>The remaining balance depends on the price of the device and is always equal to the discount granted in CHF. The remaining balance is roughly equal to the resale value of the <b>device</b> after 24 months.</li> <li>The discount is always deducted from the advertised regular purchase price, even if the device is on offer at a reduced price.</li> </ul>	Price of the device:	CHF 1,000.-	Price of the device with Smart Upgrade, incl. 25% discount:	CHF 750.-	Number of monthly instalments:	24	Monthly instalment:	CHF 31.25	Remaining balance:	CHF 250.-
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	Right to choose										
Right to choose after 24 months	<ul style="list-style-type: none"> <li>Once the customer has paid the 24 monthly instalments of the device plan, they can choose from the following options:               <ul style="list-style-type: none"> <li>○ <b>Option 1</b> Return the old device to Sunrise and purchase a new one with a device plan. Here, another discount of up to 25% is applied to the new device. Customers can also sign up for a device plan without Smart Upgrade, in which case the discount no longer applies. If the old device is damaged, a devaluation-compensation fee will be charged. See below under «Condition of the old device».</li> <li>○ <b>Option 2</b> Return the old device to Sunrise without purchasing a new one. If the old device is damaged, a devaluation-compensation fee will be charged. See below under «Condition of the old device».</li> </ul> </li> </ul>										

	<ul style="list-style-type: none"> <li>○ <b>Option 3:</b> Keep the old device and pay the remaining balance. If necessary, the remaining balance can be paid off in 12 additional monthly instalments with no interest or fees.</li> <li>• We will inform the customer of their right to choose at an early stage and ask them to choose one of the options listed above. If the customer doesn't choose an option, option 3 will be applied automatically.</li> </ul>
<b>Option 1</b>  Return an old device and purchase a new one with a discount of up to 25%	<ul style="list-style-type: none"> <li>• The customer must first sign up for a new device plan for any device. With the Smart Upgrade option, the customer again gets a discount of up to 25% on their new device.</li> <li>• The customer must then return their old device to any Sunrise shop within 14 days, or send it back to a Sunrise service partner after receiving a prepaid return package by Swiss Post. If the old device is not returned within this period, it is assumed that the customer wants to keep their old device and they will be charged the full remaining balance (similar to option 3). <u>Important:</u> the customer can no longer cancel the new device plan once they have signed up.</li> <li>• Before the customer returns their old device, they make a preliminary assessment of its condition. Once we receive the old device, Sunrise or its service partner will review its condition based on the classification below as condition A, B or C.</li> <li>• The assessment of the condition is definitive. If Sunrise assesses the condition of the old device as worse than the condition indicated by the customer in their self-assessment, the old device will be returned to the customer, unless the customer agrees to the definitive assessment and is willing to return the device and pay a devaluation-compensation fee. <u>Important:</u> the customer can no longer cancel the new device plan once they have signed up.</li> <li>• If the returned device is no longer in good-as-new condition according to the condition criteria set out below, a devaluation-compensation fee will be charged depending on whether its condition is B or C (see below).</li> </ul>
<b>Option 2</b>  Return an old device without buying a new one	<ul style="list-style-type: none"> <li>• After 24 months, the customer receives a prepaid return package by Swiss Post that they must use to return their old device within 14 days. If the old device is not returned within this period, it is assumed that the customer wants to keep their old device. As a result, the customer will be charged the full remaining balance (similar to option 2). <u>Important:</u> the customer can no longer cancel the new device plan once they have signed up.</li> <li>• Before the customer returns their old device, they make a preliminary assessment of the condition of the device. Once we receive the old device, Sunrise or its service partner will review its condition based on the classification below as condition A, B or C.</li> <li>• The assessment of the condition is definitive. If Sunrise assesses the condition of the old device as worse than the condition indicated by the customer in their self-assessment, the old device will be returned to the customer, unless the customer agrees to the definitive assessment and is willing to return the device and pay a devaluation-compensation fee. <u>Important:</u> the customer can no longer cancel the new device plan once they have signed up.</li> <li>• If the returned device is no longer in good-as-new condition according to the condition criteria set out below, a devaluation-compensation fee will be charged depending on whether its condition is A, B or C (see below).</li> </ul>
Assessment of the condition of the old device when returned	<ul style="list-style-type: none"> <li>• <b>Condition A</b> <ul style="list-style-type: none"> <li>○ The device may have marks, dents and scratches, but no broken or damaged parts such as the screen, ports, mechanical parts or case, etc.). The battery's charging capacity must be above 80%.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ In this case, the device can be returned without paying a devaluation-compensation fee.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Condition B</b> <ul style="list-style-type: none"> <li>○ The device has a crack in the screen (display is working), broken ports, broken mechanical parts, or the case is broken, stained or bent. The battery's charging capacity is below 80%.</li> <li>○ In this case, the device needs to be examined in more detail and a devaluation-compensation fee equivalent to some of the remaining balance will be charged. The amount will depend on the level of damage.</li> </ul> </li> <li>• <b>Condition C</b> <ul style="list-style-type: none"> <li>○ The device is not functional, the display is not working or has LCD problems, the battery is swollen or there are signs of damage caused by liquids. Non-original parts have been fitted during a repair. The «Find My Device» function or similar locking mechanisms have not been deactivated, or the device is considered lost or stolen.</li> <li>○ In this case, the customer will be charged a devaluation-compensation fee equivalent to the full remaining balance. At the customer's request, they can pay off the remaining balance in 12 monthly instalments with no interest or fees.</li> </ul> </li> </ul>
<b>Option 3</b>	
Keep the old device and pay the remaining balance.	<ul style="list-style-type: none"> <li>• The customer can keep their old device, but they will be charged the full remaining balance. The remaining balance is equal to the discount of up to 25% on the purchase price that was granted at the time the device was purchased and corresponds to the approximate residual value of the device after 24 months.</li> <li>• If the customer does not want to pay the remaining balance all at once, it will be billed in 12 additional monthly instalments with no interest or fees.</li> </ul>
	<b>Miscellaneous</b>
Option fee	<ul style="list-style-type: none"> <li>• None</li> </ul>
Brands and models	<ul style="list-style-type: none"> <li>• The Smart Upgrade option is available with current and older Apple and Samsung models. Some models are excluded. Subject to change. The published offers apply.</li> </ul>
Period	<ul style="list-style-type: none"> <li>• The Smart Upgrade option can only be purchased at the same time as a customer signs up for a device plan for the corresponding device.</li> <li>• The option lasts for a period of 24 months.</li> </ul>
Early cancellation by the customer	<ul style="list-style-type: none"> <li>• The Smart Upgrade option cannot be cancelled on its own. However, it is possible to cancel the device plan, including the Smart Upgrade option, at any time before all the instalments have been paid. In this case, all outstanding instalments and the remaining balance will be charged.</li> </ul>
Early cancellation by Sunrise	<ul style="list-style-type: none"> <li>• In the event of an inability to pay or threat of bankruptcy for Sunrise, Sunrise is entitled to cancel the Smart Upgrade option. Following a cancellation, the customer will lose their right to exchange their device and will be charged the outstanding instalments, plus the remaining balance. In addition, the cancellation provisions set out in the Sunrise General Terms and Conditions (GT&amp;C) apply.</li> </ul>

Change of account holder	<ul style="list-style-type: none"> <li>• A change of ownership is not possible. This means that a device plan with Smart Upgrade cannot be transferred to another person. If the mobile subscription linked to the device plan is transferred to another person, the device plan will be cancelled automatically and all outstanding instalments along with the remaining balance will be charged.</li> </ul>
Repair	<ul style="list-style-type: none"> <li>• We highly recommend that damaged devices be repaired by certified service partners and that only original replacement parts (e.g. display, battery, etc.) be fitted. If non-original replacement parts are fitted, condition C applies automatically when the device is exchanged after 24 months.</li> </ul>