DUBLIN ZOO | CALL OF THE WILD

MORE INFORMATION AND TRADE-IN CONDITIONS

About Buyaphone.ie

Buyaphone.ie is the trading name of WJD Repairs EU Limited, a Dublin-based Irish business specialising in the trade-in, repair, refurbishment and resale of smartphones and other electronic devices.

Buyaphone.ie manages all aspects of the trade-in process, including valuations, device inspections, shipping, payments, customer enquiries and support.

Dublin Zoo is the campaign's conservation partner and does not process or fulfil trade-in transactions.

Which devices are eligible?

Buyaphone.ie accepts selected smartphones and other eligible electronic devices, including tablets and gaming consoles.

The available device categories and models are displayed in the trade-in widget.

All device categories that Buyaphone.ie offers to purchase qualify for the campaign's conservation contribution arrangements, provided the trade-in is completed and paid.

If your model isn't listed, contact **info@buyaphone.ie** to enquire about eligibility.

Which smartphones cannot be accepted?

Buyaphone.ie cannot accept devices with:

- Damaged or faulty batteries.
- Water damage.
- Blacklisted status, including smartphones blocked by mobile networks.
- Missing components.
- Severe structural damage, including devices that are bent, crushed or snapped.
- Unresolved Apple, Google, Samsung or other activation locks.
- Mobile Device Management (MDM) or other remote management locks.

US-specification iPhones that support eSIM only are also excluded.

Some smartphones with cracked screens or other faults may be accepted, provided they meet the relevant condition requirements and personal data and linked accounts can be removed.

Do not post any device with a damaged or faulty battery.

If you're unsure whether your device is eligible, contact Buyaphone.ie before sending it.

Preparing your smartphone and protecting your data

Customers are responsible for preparing their smartphones and removing personal information before shipping.

Before sending your smartphone:

1. Back up the information you want to keep.
2. Sign out of all linked Apple, Google or Samsung accounts.
3. Disable Find My iPhone, activation locks and any other applicable security features.
4. Factory reset the smartphone.
5. Remove physical SIM cards and memory cards.
6. Package the smartphone securely.

Buyaphone.ie reports using Phonecheck device-testing and data-erasure software as part of its operations. This does not replace the need for customers to remove their personal data and accounts before sending a device.

Device preparation guides

Apple: Remove Find My / Activation Lock

https://support.apple.com/en-ie/109511

Apple: Factory reset an iPhone

https://support.apple.com/en-ie/guide/iphone/iphea1c2fe48/ios

Samsung: Factory reset guidance

https://www.samsung.com/latin_en/support/mobile-devices/how-to-perform-a-factory-reset-on-your-galaxy-phone/

Google account removal guidance

https://help.reusely.com/en/articles/5886915/removing-google-activation-lock

If you have difficulty removing an account or preparing your smartphone, contact Buyaphone.ie before posting it.

Shipping and packaging

Free An Post shipping is available for eligible trade-ins.

After confirming your initial quote, you'll receive an email from Buyaphone.ie with instructions for generating your free shipping label.

Customers should package their devices securely and follow the shipping instructions provided.

Chargers, cables, cases and other accessories are not required and should not be included.

Original device boxes do not increase the trade-in value. Any original boxes sent may be disposed of or recycled and cannot be returned, including where a revised offer is declined.

Devices with damaged or faulty batteries must not be shipped.

Device inspection and revised offers

Initial trade-in quotes are based on the device model and condition selected by the customer.

Buyaphone.ie inspects devices after receiving them to confirm their condition and final trade-in value.

Where the condition differs from the original description, Buyaphone.ie will email a revised offer, including an explanation and supporting images.

Customers may accept or decline the revised offer.

If a revised offer is declined, the device will be returned free of charge.

Payments and donation options

For devices that match their declared condition, Buyaphone.ie typically completes assessment and payment within four working days, Monday to Friday, of receiving the device.

Where a revised offer is required, the timeframe depends on the customer's acceptance of that offer.

Customers can choose to:

- Receive the full agreed trade-in value by bank transfer.
- Receive the full agreed trade-in value through Revolut.
- Donate 100% of the agreed trade-in proceeds directly to Dublin Zoo.

Partial donations are not currently available through the trade-in widget.

No instant-payment timeframe is guaranteed for Revolut payments.

All payments and customer donation arrangements are managed by Buyaphone.ie.

Buyaphone.ie's conservation contribution

For qualifying completed and paid trade-ins through the Dublin Zoo campaign widget, Buyaphone.ie makes a proportional financial contribution towards Dublin Zoo's conservation efforts.

The contribution depends on the value of the device.

The campaign does not currently publish a fixed euro amount or percentage for this contribution.

Customers are not required to donate their own trade-in proceeds to participate in the campaign.

Customers may separately choose to donate 100% of their agreed trade-in proceeds directly to Dublin Zoo.

What happens to traded-in devices?

Buyaphone.ie follows a circular-economy approach that aims to keep smartphones and other electronic devices in use for as long as possible.

Depending on their condition, devices may be:

- Resold for continued use.
- Repaired or refurbished before resale.
- Used for parts to repair other devices.
- Passed to recycling partners where reuse or refurbishment is not possible.

The Call of the Wild campaign is primarily a trade-in and reuse programme rather than a traditional smartphone recycling collection service.

Customer support and responsibility

Buyaphone.ie is responsible for managing the trade-in process, including valuations, inspections, shipping, payments, revised offers, returns and customer support.

Dublin Zoo does not manage individual trade-in transactions.

For all trade-in enquiries, please contact:

Buyaphone.ie

Website: https://www.buyaphone.ie/

Email: info@buyaphone.ie

Live chat: Available on the Buyaphone.ie website.