Phone-buying checklist

15 simple checks before and after you buy a refurbished or used phone in Ireland. Tick each box as you go.

Before you buy

- [ ] **1. Buy from a business, not a stranger**
  Your consumer rights only work when you buy from a business. They do not cover a private seller.
  Source: CCPC: your rights when buying goods

- [ ] **2. Look for a 1-year warranty**
  Back Market and refurbed both give at least 12 months.
  Source: Back Market: quality promise; refurbed: questions and answers

- [ ] **3. Check the battery**
  Look for 80% battery health or more. Back Market's minimum is 80%. refurbed's is 85%.
  Source: Back Market: quality promise; refurbed: battery capacity

- [ ] **4. Make sure it is unlocked**
  A locked phone only works on the network it came from.
  Source: ComReg: switch mobile provider

- [ ] **5. Check it still gets updates**
  Updates keep your phone safe. Phone models sold in the EU from 20 June 2025 must get updates for at least 5 years after the last one is sold. For older phones, check the maker's website.
  Source: European Commission: new EU rules for smartphones

- [ ] **6. Pay by card**
  If something goes wrong and the seller will not help, your bank may be able to get your money back. This is called a chargeback.
  Source: CCPC: chargeback

When it arrives

- [ ] **7. You have 14 days to change your mind**
  When you buy online from a business, you can send most things back within 14 days, even if nothing is wrong.
  Source: CCPC: buying online

- [ ] **8. Check the IMEI number**
  Dial *#06#. A 15-digit number appears. It should match the box or the listing. Phones reported stolen get blocked on Irish networks.
  Source: An Garda Síochána: stolen mobile phones; Virgin Media: blocking a stolen phone (CEIR)

- [ ] **9. Put your SIM in and make a call**
  Make a call, then open a web page with Wi-Fi off. If both work, the phone works on your network.
  Source: ComReg: switch mobile provider

- [ ] **10. Make sure no one else's account is on it**
  An iPhone should show the Hello screen. An Android phone should not ask for the old owner's Google account. If it does, send it back.
  Source: Apple: Activation Lock; Google: protect your Android device

- [ ] **11. Test everything**
  Calls, camera, charging, speakers, buttons, Face ID or fingerprint. Do it in the first few days.
  Source: Back Market: quality promise

- [ ] **12. Keep your receipt**
  Keep the order email and any messages with the seller. You need them if something goes wrong.
  Source: CCPC: faulty goods FAQs

If something is wrong

- [ ] **13. Faulty in the first 30 days? Ask for your money back**
  You can reject a faulty phone and get a full refund within 30 days.
  Source: CCPC: faulty goods FAQs

- [ ] **14. After 30 days, ask for a repair or a new one**
  In the first year, the law presumes the fault was there from the start. You can ask for a fix for up to 6 years. Used phones are not held to the same standard as new ones.
  Source: CCPC: faulty goods FAQs; CCPC: buying second-hand goods

- [ ] **15. Tell the seller in writing**
  Keep a copy. The CCPC has free complaint letter templates. For claims of up to €2,000 you can use the small claims procedure.
  Source: CCPC: your rights when buying goods

Find the right phone

Use this list when you shop. The finder shows phones for your budget.

Find my phone

General information, not legal advice. Your rights are the same for new and used phones bought from a business, but a used phone is not expected to be as good as new. Checked on 25 October 2026. Online version with live links: mobileireland.ie/checklist. MobileIreland.ie is run by Glassfull Media, Dublin, Ireland.