

 Early Warning System

EIB-20230082

SWAPPIE (I EU G)



Quick Facts

Countries	Estonia, Finland, Germany
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2024-05-27
Borrower	SWAPPIE OY
Sectors	Industry and Trade
Investment Type(s)	Loan
Investment Amount (USD)	\$ 18.46 million
Project Cost (USD)	\$ 45.62 million



Project Description

According to the Bank's website, the project will support the promoter's R&D expenses in the development of its proprietary technologies, especially in the automation of refurbishment operations, and the overall growth in target EU markets through dedicated marketing resources.



Investment Description

- European Investment Bank (EIB)



Private Actors Description

Swappie is an online end to end platform that empowers customers to buy refurbished iPhones ("buy smart, not new"). Swappie makes refurbishment mainstream by purchasing old devices, repairing them to the highest standards and reintroducing them back to the market with a 1 year guarantee.



Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	SWAPPIE OY	Client	-



Contact Information

No contacts available at the time of disclosure.

ACCESS TO INFORMATION

You can submit an information request for project information at: <https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm>

ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address: complaints@eib.org, by completing the online complaint form available at the following address: <http://www.eib.org/complaints/form> via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: <http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces>



Bank Documents

- [SWAPPIE \(I EU G\)](#)

Media

- [Finland: EIB signs €17 million loan to iPhone refurbisher Swappie](#)



Other Related Projects

- EIB-20220301 EUROPEAN GREEN DEAL INNOVATIONS (INVESTEU VD) PL