

# Welcome

## Thank you for purchasing from One Stop Phone Shop

To view your personalised Cashback information then please log onto our website [www.onestopphoneshop.co.uk](http://www.onestopphoneshop.co.uk) and go to 'My Account'. You will need your Order Reference Number and your Mobile Number or email address.

You can also track your order and edit your account in your login area.

This Welcome Pack contains all the information you will need to start using your new product, and answers some of the questions you may have

Within this pack you will find information relating to our:

- Returns policy
- Exchange policy
- Extra Information
- Insurance
- Gadget helpline
- Cashback claims

Please check you have received everything that you ordered, if you think anything is missing from your parcel please contact our customer services team. You must report all missing items within 7 working days.

# Returns Policy

As you didn't have the opportunity to examine your product before you received it, we offer a 7 day peace of mind guarantee, so if you're dissatisfied with your Phone, Laptop or Modem you can return it in an unused condition within 7 working days. Our full Returns and Exchange policy can be found at [http://media.onestopphonestop.co.uk/tandc/osps/exchange\\_and\\_refund.pdf](http://media.onestopphonestop.co.uk/tandc/osps/exchange_and_refund.pdf) some of these terms are summarised below.

## For Phone and Mobile Broadband Contracts:

You may cancel your agreement & receive a full refund provided:

- You notify us over the telephone on 0871 522 3401\* or in writing of your intent to cancel within 7 working days.
- You have not used any of the products. Usage\* of the SIM card, handset or modem signifies acceptance of your contract. As such, you will not be able to cancel your contract if the SIM, card, handset or modem has been used. Additionally, you may not be permitted to cancel your contract under the terms thereof. Please refer to the terms of your contract for further information.
- All products need to be received back at the warehouse in an unused condition including the SIM card, handset, modem, within 48 hours of informing us you wish to cancel.

Please be aware that if the network provider rejects your disconnection request due to usage on the SIM card we will not be liable for any charges or the disconnection of the contract. The responsibility for the disconnection will then revert to the customer.

## How to Cancel:

- Call our Returns Team on 0871 522 3401\* who will give you a reference number for the return and the address to return your handset, SIM, modem and any gifts such as Laptops, PS3, Wii etc.
- Alternatively write to us at Direct Returns, CPW Logistics Centre, Bilston Road, Wednesbury, West Midlands, WS10 7JN advising of your wish to cancel and enclosing your handset, SIM, modem. If the handset, SIM, modem has been used then we will not be able to accept a return on the goods and these will be returned back to you.
- Please ensure you include all the following items where applicable: Handset, battery, charger, manual, unused SIM card and any gifts such as laptops, PS3, Wii etc. We will not request a cancellation to the network unless all items are returned so please ensure you return everything together.
- Please enclose all original packaging.
- It is your responsibility to ensure that any cancellation notice is submitted within the correct time frame and all products are received back to us, we therefore recommend the use of Royal Mail Special Delivery.
- All products need to be received back at the warehouse in an unused condition including the SIM card, handset, modem, within two working days of informing us you wish to cancel.
- If you have requested to keep your existing mobile number and would like to cancel your agreement with us, you must contact your previous network first and obtain a new PORT Authority Code, if you wish to keep your number. If you do not contact them or do not have another active SIM card to transfer the mobile number to, you may lose your number forever.
- If the Service Provider or Network required a deposit and you are cancelling your airtime agreement or mobile broadband, you will need to request a refund for your deposit directly from the Network. Please be aware this may take up to 2 months to be refunded.
- It is your responsibility to ensure that any Insurance or TMTI products purchased with your handset, modem are cancelled directly. You can call TMTI on 08444 772 995. You can call Phone care on 0870 111 7002.

\*Usage includes sending and receiving text messages, making or receiving calls, taking photos, downloading. This does not include switching the Phone on and browsing through the menus. • Calls cost 10 pence per minute from a BT landline, all other networks may vary.

# Returns Policy

## The following exclusions apply:

- Business Customers
- Games, ringtones, downloads and Talk2text
- Car kits once they have been installed
- Hands-free units with earpieces that have been used

## For Pay-As-You-Go Handsets and Mobile Broadband:

You may cancel your agreement and receive a full refund provided:

- You notify us over the telephone 0871 522 3401\* or in writing of your intent to cancel within 7 working days.
- You have not used any of the products. Usage\* of the SIM card, modem or handset signifies acceptance of the products. As such, you will not be able to return them for a refund.
- All products need to be received back at the warehouse in an unused condition including the SIM card, handset, modem, within 48 hours of informing us you wish to cancel.

The following exclusion applies:

- Prepay airtime purchases (Top up)

## For Contract Upgrades:

You may reverse your Upgrade agreement and receive a full refund provided:

- You notify us over the Telephone 0871 522 3401\* or in writing of your intent to cancel within 7 working days.
- You have not used any of the products. Usage\* of the handset signifies acceptance of your Upgrade. As such, you will not be able to cancel your Upgrade if the handset has been used.
- All products need to be received back at the warehouse in an unused condition including the SIM card, handset, modem, within 48 hours of informing us you wish to cancel.
- Please ensure you include all the following items where applicable: Handset, battery, charger, manual, unused SIM card and any gifts such as Laptops, PS3, Wii etc. We will not request an Upgrade Reversal unless all items are returned so please ensure you return everything together.
- We are only responsible for reversing the Upgrade to the original contract and any termination of the contract is the customer's responsibility. The Network provider will still require 30 days notice to terminate the contract at which time you can also request a Port Authority Code (PAC) and transfer the number to an alternative Network.

## For SIM Only 1 month rolling Contracts:

You may cancel your agreement directly with us provided:

- You notify us over the Telephone on 0871 522 3401\* or in writing of your intent to cancel within 7 days.
- You have not have used the SIM card. Usage\* of the SIM card signifies acceptance of your contract.

If you have used your SIM Card or wish to cancel the agreement after 7 days you will be required to submit 30-days notice to the relevant Network Provider.

# Exchange Policy

## Change of mind and faulty policy

At One Stop Phone Shop we want you to be happy with your new handset, laptop or modem. If you change your mind we offer a 7 day exchange policy. Your exchange period begins the day you receive your handset or laptop and you must return your handset or laptop to us within 48 hours.

### Faulty exchange

In addition to the change of mind policy described above, should your handset, laptop or modem develop a fault within 28 days of purchase we are happy to exchange it for an identical model (subject to availability). For faults that develop or have been reported after 28 days, please call our customer service team on 0871 522 3401\* to discuss your options.

You'll need to describe the fault in detail to our customer service advisor, as our expert returns team screen all faulty returns. If a fault you describe can not be replicated, the original unit will be returned to you.

### How to arrange an exchange:

- You must first call our Exchange Team on 0871 522 3401\* who will explain how to exchange the product.
- You must return the product to us within two working days of notifying us of the fault.
- Incomplete exchanges can not be completed and will be returned back to you.
- Please ensure you include the following items: Handset or laptop, battery, charger, manual and any included accessories.
- You will need to keep your SIM card - you'll use it in the replacement handset, modem. If you return the SIM card you will be responsible for the cost of a replacement SIM card.
- Please ensure that any data you have stored on your handset or laptop (contacts, photos, downloads etc) has been saved elsewhere if possible, as you will not be able to transfer the data once you have sent us the handset.
- Please enclose all original packaging.
- Liability for the goods remains with you until we receive the handset, laptop or modem. As such, we recommend you use Royal Mail Special Delivery to return the product(s) to us.

On all exchanges we will dispatch your new handset, laptop or modem once our returns team has received your original handset, laptop or modem (complete with all accessories and packaging as described above).

The following exclusions apply:

- Orange, T-mobile, Talkmobile and 3 Connections - We are not permitted to exchange handsets on these networks unless faulty.
- Business Customers.
- SIM-free (unconnected) handsets.
- Only 1 handset Exchange permitted

### Faulty after 28 days of purchase

- If your phone develops a fault after 28 days then you can still be entitled to a free repair because your handset has a 12 month warranty period. Please take your faulty handset to your nearest Carphone Warehouse store where they will be able to send it off for a repair. Please visit <http://www.carphonewarehouse.com/store-locator/express-repair-centres> for further information.

\* Calls cost 10 pence per minute from a BT landline, all other networks may vary.

# Extra Information

## And frequently asked questions

### Pay-As-You-Go Phones:

All Pay-As-You-Go phones and Pay-As-You-Go SIM cards come with inclusive airtime credit. Once you receive your phone you will need to contact the network provider to register. Your airtime credit will then be applied to your account, please allow 3 working days for this to go through, please be aware that these take 8 days for O2. If the appropriate time has passed and you have not received the credit please contact customer service.

### Porting Your Existing Number

#### Transferring your number to Talk Mobile:

If you are transferring your number to Vodafone or Talk Mobile then this should have been arranged at time of purchase and your existing number will be confirmed on your sales invoice, your new SIM card will become active with your existing number within approximately 2 working days from receipt.

#### Transferring your number to Vodafone, T-Mobile, 3, Orange, O2 or Virgin Mobile:

To keep your number first make sure you are not staying on the same network. If you are you need to speak to the upgrades team. To transfer your number simply contact your old network provider and ask for a PAC code. Give this code to your new network provider along with the number you want to keep and they will do the rest. When porting your number onto 3, your ported number will be utilised for all services except video calls.

Vodafone:	0800 070 2113
T-Mobile:	0845 412 5000
3:	0870 733 0333
Orange:	0797 310 0150
Virgin Mobile:	0845 600 0789
O2:	0870 586 0860
Talkmobile:	0800 049 4401

Please make sure you are completely happy with your new contract and phone before you choose to transfer your number.

#### Pro Rata Billing:

Your first bill will also include any allowance of minutes/texts issued to you prior to your billing cycle becoming effective. Call your network provider on receipt of your handset to confirm your allocation of minutes available to you during this time.

## Frequently asked questions

### How do I change my address?

It's important you notify us if you have moved house so any cashback cheques are sent to the correct address. All you need to do is contact customer service on 0871 522 3401\* and answer some additional security questions. You will then need to provide us with the new address including postcode. Don't forget to contact your service provider who will also need your new address for billing purposes.

### What is a Clearance phone?

Clearance phones are selected from returned stock and are subject to rigorous testing. They are supplied with a 12 month manufacturer warranty. Where possible we endeavour to provide accessories with Clearance phones however, this is dependant on availability and not guaranteed.

\* Calls cost 10 pence per minute from a BT landline, all other networks may vary.

# Insurance & VIP gadget Helpline

## All you need to know

### Mobile Phone Insurance

Every contract phone that we sell comes with 1 month of insurance completely free of charge (subject to setting up a direct debit). This will be confirmed to you by the insurer within 14 days by email if you purchased your phone online, or by mail if you purchased over the phone.

If you do not receive this documentation, to gain a full breakdown of your insurance cover, or if you need to claim or cancel your insurance, please contact The Carphone Warehouse (who manage your policy) on 0870 111 7002, or online at:

[https://selfhelp.carphonewarehouse.com/SelfHelp/request.do?forward=contactus&cpw\\_contactus=cancel\\_my\\_insurance\\_policy](https://selfhelp.carphonewarehouse.com/SelfHelp/request.do?forward=contactus&cpw_contactus=cancel_my_insurance_policy)

Your insurance cover will be charged separately (by Direct Debit) from your mobile phone bill after the free period. Cost varies by handset. Please refer to your certificate of insurance for details. If you need to make a claim against your policy you will be required to pay an excess. The excess level will be detailed on your certificate of insurance.

### Our insurance covers your phone against....

- Theft
- Accidental damage
- Accessories up to £100
- World-wide cover - anywhere in the world for up to 60 days in any 12 month period.
- Peace of mind only £3.99, £5.99, £7.99 or £9.99 per month, depending on the phone purchased and can be cancelled anytime.

### VIP Gadget Helpline

Your handset comes with a 30-day FREE trial of gadget helpline with TMTI (Talk Me Through It). This entitles you to support that will help you make the most of the features on your handset such as picture messaging, browsing the internet, setting up your email and connecting your Bluetooth devices. You will receive an e-mail within 7 days from purchase detailing your policy number.

Gadget Helpline isn't just about phones! Pretty much any gadget you can think of, these guys will be able to help you out, such as programming your digital TV box or figuring out how to plan a route in your sat nav, Gadget Helpline will give you the help you need!

The 1 months free trial will automatically be supplied to you when your order your handset, and you will receive an email / letter setting out the details of the service from TMTI. After the first month you simply pay a small premium of £20.94 (inc VAT) every 6 months (equivalent to £3.49 per month) by Direct Debit to TMTI to retain the service. The service can be cancelled at any time after your account has been finalised, which is usually two or three days after delivery of your phone, by simply contacting TMTI or ending the Direct Debit instruction.



# Cashback Claims

## How to claim your cashback

### 12 Month Phone and Mobile Broadband Contracts:

To claim your cashback you need to send in specific bills. When working out which bill to send in remember month 1 is the month you purchased, regardless of the date you ordered i.e. if you purchased on the 28th August 2010 your 6th bill required would be dated in January 2011.

For Example

Month 1 - August 2010 (the month you purchased)

Month 2 - September 2010

Month 3 - October 2010

Month 4 - November 2010

Month 5 - December 2010

Month 6 - January 2011 (this is month 6)

For a gift value of £50 or less we require the bill you receive in your 6th and 8th month.

For a gift value between £51-£100 we require the bill you receive in your 6th, 8th and 10th month.

For a gift value over £100 we require the bill you receive in your 6th, 8th, 10th and 12th month.

The required bill needs to be sent to [Cashback Claims, Admail ADM4118, Loughborough, LE11 1YX](#) and must be received within 60 days from the date on the bill.

We recommend you send this by recorded delivery as we cannot be held responsible for lost items or claims that arrive outside the qualifying period. We also recommend you keep your proof of postage.

### 18 and 24 Month Phone and Mobile Broadband Contracts:

To claim your cashback you need to send in specific bills. When working out which bill to send in remember month 1 is the month you purchased, regardless of the date you ordered i.e. if you purchased on the 28th August 2010 your 6th bill required would be dated in January 2011.

For Example

Month 1 - August 2010 (the month you purchased)

Month 2 - September 2010

Month 3 - October 2010

Month 4 - November 2010

Month 5 - December 2010

Month 6 - January 2011 (this is month 6)

For a gift value of £50 or less we require the bill you receive in your 6th and 9th month.

For a gift value between £51-£100 we require the bill you receive in your 6th, 9th and 12th month.

For a gift value over £100 we require the bill you receive in your 6th, 9th, 12th, 15th and 18th month.

The required bill needs to be sent to [Cashback Claims, Admail ADM4118, Loughborough, LE11 1YX](#) and must be received within 60 days from the date on the bill.

We recommend you send this by recorded delivery as we cannot be held responsible for lost items or claims that arrive outside the qualifying period. We also recommend you keep your proof of postage.

# Cashback Claims

## How to claim your cashback

### Auto Cashback:

There is no need to claim your Auto Cashback, this will be sent directly to your home address within 6 weeks of purchase.

### SIM Only 1 Month Rolling Contracts:

If your SIM only deal includes Cashback we require the bill you receive in your 2nd month (month 1 is the month you purchased). This bill needs to be received by us within 60 days of the date on the bill.

Cashback Claims  
Admail ADM4118  
Loughborough  
LE11 1YX

We recommend you send this by recorded delivery as we cannot be held responsible for lost items or claims that arrive outside of the qualifying period. We recommend you keep your proof of postage.

### Terms and Conditions for Cashback:

- All bills must be received within 60 days from the date of the bill
- The pages of the bill must show the following information: the mobile number to which you are connected to, your name, address, the tariff you are connected to and that your payments are up to date.
- If your bill shows an outstanding balance is due then your claim will be rejected.
- If your address on the bill does not match our records then your claim will be rejected.
- If the monthly bills sent are not for the same account and in the same name as the one eligible for the cashback then your claim will be rejected.
- If you have ported your number you must inform us by either updating your personal information in the customer log in area or by calling 0871 522 3404\* and using the automated telephone service. If you fail to inform us we will not be able to process your cashback.
- Customers can not move to a lower tariff during the minimum term, as per the network terms and conditions. Moving to a higher tariff at any time during the minimum term does not invalidate the cashback offer.
- We reserve the right to withhold any cashback payment(s) if we believe the account to be of a fraudulent nature.
- If the service agreement is suspended or disconnected for any reason then we reserve the right to withhold any payments due.
- You must retain your original contract for the full contract length 12/18/24 months. If you upgrade your contract before this time we may withhold your final cashback.
- We can only accept only 1 claim per envelope. This is due to our automated processing system which can only identify 1 bill per envelope received.
- We give notice that we cannot be held responsible for lost items or claims that arrive outside of the qualifying period so we urge customer's to send their claims by recorded delivery.
- Your cashback will be paid by cheque and you must cash this within 6 months from receipt as replacement cheques will not be issued.

Please allow up to 60 days for the cheque to be delivered to your home address.

\* Calls cost 10 pence per minute from a BT landline, all other networks may vary.

# The Services We Provide

A great selection of contract phones



Affordable pay as you go phones

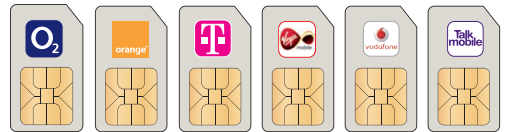


Gifts with a contract deal



Sim only deals

- More mins + texts for your money
- Cheaper than Pay-As-You-Go
- Keep the phone you love



1month rolling deal

Mobile broadband

- Separate from your mobile phone contract
- No BT line required



Pick the broadband deal that suits you!

**Is mobile broadband really that simple?**

YES... Simply plug your preferred USB modem into your laptop, PC or Mac and you're instantly ready to surf the internet, wherever you are, whenever you want. PLUS your USB modem will work with most home computer equipment because it's compatible with Apple Mac and Microsoft systems.

**How hassle free is it?**

Completely... No compatibility worries, no wires, no more wasting time waiting for your line to be installed. There's no need for a telephone line, so no more MESS! Finally, you don't need to hunt for a hotspot or Wi-Fi zone as you're completely mobile with mobile broadband.

Call our Sales Team

## 0871 521 14 12\*

More great deals online [onestopphoneshop.co.uk](http://onestopphoneshop.co.uk)

\* Calls cost 10 pence per minute from a BT landline, all other networks may vary.

# Recommend A Friend

Recommend a Friend and earn up to £20 for every successful referral!

Simply visit our website and follow the instructions by clicking the recommend a friend link. Successful sales from your recommendation will appear in your account when you login.

Alternatively, you can call our Sales Team on **0871 521 1412\*** with the name and contact number of anyone you would like to refer.

You will receive up to £20 for every successful referral on a new 12/18/24 month contract. A cheque will be automatically sent to you approximately 45 days after the date the person you have recommended purchased their chosen handset.

We hope you are completely satisfied with your new product. Feel free to browse our site at [www.onestopphoneshop.co.uk](http://www.onestopphoneshop.co.uk)

Thanks again for purchasing from One Stop Phone Shop

If any of your documentation relating to your cashback is missing then please contact our cashback and gift team.

#### Our opening hours:

Mondays to Fridays	9.00am to 5.00pm
Saturdays	10.00am to 2.30pm
Sundays	10.00am to 2.30pm
Bank Holidays	10.00am to 2.30pm

#### Contact our Customer Services Team on:

Telephone number 0871 522 3401\*

#### Contact our Cashback and Gift Team on:

Telephone number 0871 522 3404\*

#### Email:

[help@onestopphoneshop.co.uk](mailto:help@onestopphoneshop.co.uk)

\* Calls cost 10 pence per minute from a BT landline, all other networks may vary.