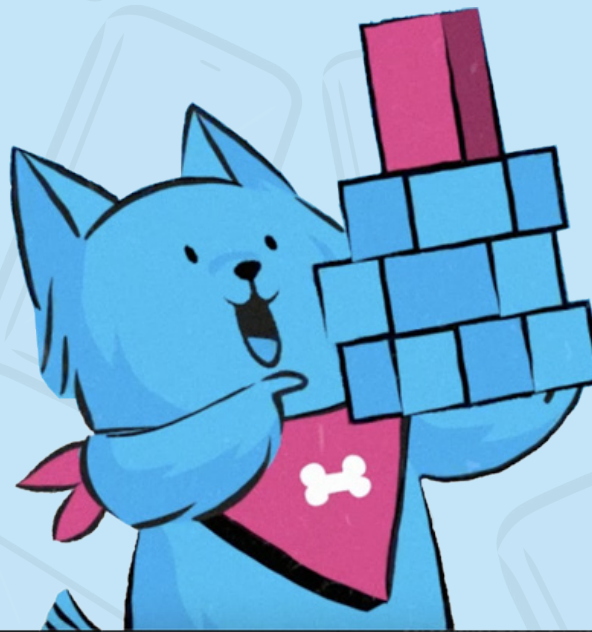


MOBILES.CO.UK

We've got it covered



Hi and welcome to **mobiles.co.uk**

Thank you for buying from Mobiles.co.uk. This pack is here to help you get the best out of your purchase by giving you all the information you need in one place.

Visit us [online](#).

All the information (and more) covered here is available by visiting your My Account area. We'd love you to have a look because, quite frankly, we're pretty proud of it. We've made it clear, nice to look at (even when browsing on your mobile) and faster to respond to queries.

In this pack we'll cover information from what to expect on your first bill to information about any additional services that you may have taken with us, such as insuring your phone. We'll also cover exchanging and returning your phone (though we hope you won't need to) and how to claim your cashback if your chosen contract contains any.



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How to claim your cashback

Key Facts

- Your cashback needs to be claimed on specific months throughout your contract.
- The pages of the bill must show your mobile number, your name, address, the bill date, the tariff and proof of up-to-date payments.
- You must inform us if you have changed your address or ported your number through the My Account area of our website.

For mobile phone 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 the phone. If you purchased on the 20th January 2023 and your 7th bill was required, the date of the bill would be July 2023.

For example:

- Month 1 – January 2023 (the month you purchased)
- Month 2 – February 2023
- Month 3 – March 2023
- Month 4 – April 2023
- Month 5 – May 2023
- Month 6 – June 2023
- Month 7 – July 2023 (the 7th bill)

For 12-month contracts, we require the bills you receive dated month 4, 6, 8, 10 and 12.

For 24-month contracts, we require the bills you receive dated month 7, 12, 16, 20 and 24.



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How to claim your cashback

There are two ways to claim your cashback

1. By logging into your My Account and visiting the cashback section.
2. By post to Mobiles.co.uk, PO Box 694, Salford, M5 0PJ.

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 proof of postage.

Automatic Cashback

There is no need to claim your automatic cashback. Your cheque will be sent directly to your billing address within 38 working days of purchase.

SIM Only 1 Month Rolling Contracts

No redemption cashback with 1-month SIMs.

Terms and Conditions for cashback

- All bills must be received within 60 days from the date on the bill (this is the invoice date, not the billing period).
- The pages of the bill must show the following information: your mobile number, name, address, the bill date, the tariff you are connected to and proof of up-to-date payments.
- Your claim will be rejected if:
 - Your bill shows an outstanding balance.
 - Your address on the bill does not match our records.
 - The monthly bills sent to us are not for the same account and in the same name as the one eligible for the cashback.



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How to claim your cashback

- If you have ported your number, you must inform us by updating your personal information in your my account area, if you fail to inform us, we will not be able to process your cashback.
- 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.
- We can only accept one claim per envelope/upload as our system can only process one bill per claim.
- We cannot be held responsible for lost items or claims that arrive outside of the qualifying period, so we urge customers to send their claims by recorded delivery.
- Your cashback will be paid by cheque, you must cash this within 6 months of receipt as replacement cheques will not be issued.
- Please allow up to 28 working days for the cheque to arrive at your billing address.



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Delivery

Key Facts

- There's no need to worry about the whereabouts of your parcel as you can easily pinpoint its exact location online.
- So you don't have to disrupt your day, you'll receive an email or text confirming the hour your purchase will be delivered.
- For more information regarding delivery please visit <https://www.mobiles.co.uk/delivery>.

One of our promises to you is that delivery is always free. No matter what you order, we won't charge you for it. We've teamed up with DPD as not only do they offer next day delivery, but they will also send you a notification telling you the exact hour your parcel will be at your door. So, no more waiting in all day for the van.

Receiving your handset is easy as 1,2,3.

1. You complete your order with us and receive confirmation that your items are out for delivery.
2. DPD will send you an email or text confirming your delivery date, with the option to change if required.
3. On the day of delivery you'll receive another email or text confirming who will be delivering your item and what hour it will arrive.

You can also track your delivery by visiting <https://track.dpd.co.uk>. Simply insert your parcel number which can be found on any texts and emails you've received from DPD.

SIM Only

If you have purchased a SIM Only deal, your SIM will arrive within five working days and will be delivered by Royal Mail.



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Returns and Exchanges

Key Facts

- Not happy with your purchase? Worry not, we offer a 14-day exchange policy for change of mind.
- If there is something wrong with your purchase, get in touch, we offer a 30-day faulty exchange policy.
- If you would rather cancel your agreement than exchange, we will provide a full refund providing you notify us within 14 days.

As you didn't have the opportunity to examine your product before you received it, we offer a 14-day peace of mind guarantee. If you're dissatisfied with your phone, you can return it in an unused condition within 14 days from receipt.

You may cancel your agreement & receive a full refund providing that you notify us over the telephone or in writing of your intent to cancel within 14 days. You need to ensure all products are returned to us in an unused condition within 14 days of informing us that you wish to cancel. All equipment including manuals, free gifts and accessories must be returned undamaged and in the same condition they were first supplied.

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. Postal cost to be covered by customer.



**MOBILES.CO
UK**

Returns and Exchanges

Exchange Policy

Change of mind

- We offer a 14-day exchange policy for change of mind.
- Your exchange period starts from the day you receive your product.
- You must return the item to us within 48 hours of notifying us.

Faulty exchange

- We offer a 30-day faulty exchange policy.
- Should a fault occur with your handset within the first 30 days (from the date of dispatch) we will exchange it for an identical model (subject to availability).
- If the fault you have advised of cannot be found, the original handset will be returned to you.

Faulty after 30 days of purchase

- If your phone develops a fault after 30 days, you're entitled to a free repair. Every handset has at least a 12-month warranty period. Please take your handset to your nearest Currys store where they will send it off for repair.

How to arrange an exchange

- Contact our customer service department via Live Chat or calling 0330 678 0520.
- You must return the product to us within 48 hours of notifying us by Royal Mail Special Delivery.



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Returns and Exchanges

Exchange Policy

- Please ensure you include the following items: handset, battery, charger, manual and any included accessories.
- Keep your SIM card – you'll use this in your replacement handset.
- If you return the SIM card you will need to request a replacement from your network.
- Please ensure any data that you have stored on your handset (contacts, photos, downloads etc.) has been saved elsewhere if possible – You will not be able to transfer the data once you have sent us the product.
- Enclose all original packaging.
- We recommend you use Royal Mail special delivery to return the product to us. Liability for the goods remains with you until we receive the product.
- We will dispatch your new handset once our returns team have confirmed they've received your original product (complete with accessories and packaging as described above).

Exclusions

- Only 1 product exchange permitted.
- Apple iPhones (cannot exchange for non-iPhone).
- Pay as you go.
- New handset must be available on the tariff and network of original order.



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Your first bill

Your first bill from your network can be quite confusing. The payment is not what you expected and the allowances don't add up. Sound's familiar right?

The reason for this is because your billing works on a monthly cycle and if you join part way through a cycle your allowances will be less, due to length of time being less. You could also be billed for the days leading up to your next billing cycle.

A good example of this would be:

Your regular allowance is 300 minutes a month and your contract begins 3 days before the start of the monthly billing cycle. This means for those 3 days you would have 30 minutes to use as an inclusive allowance before your regular 300 minutes would begin.



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Phone Care Insurance

Key Facts

- Your policy includes loss, theft and accidental damage.
- Your policy is taken by Direct Debit each month.
- Need to speak to somebody about your Phone Care insurance or to cancel? Ring 0800 049 0222.

We understand how frustrating it can be when trying to make a claim for your mobile phone, so we have included all Phone Care information in one easily accessible place.

If you decided to purchase Phone Care insurance, this will be confirmed by the insurer within 14 days of your purchase. Your insurance cover will be charged separately from your mobile phone bill by Direct Debit. Cost will vary by handset and would have been displayed when you purchased your mobile. You can also refer to your policy certificate for details.

Phone Care gives you the benefit of protection against:

- Damage
- Breakdown (after your manufacturer's or Phone Care warranty has expired)
- Theft
- Accidental Loss
- Mechanical Breakdown
- Cover for accessories up to £300*

* Regarding accessory cover, we will pay up to £300 for standard accessories supplied with your phone; and/or any case, charger, screen protector and/or memory card purchased from mobiles.co.uk, e2save.com or Currys, to be used specifically with your phones, if:

1. You make a successful claim for your phone and the accessories were affected during the same incident; or:



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Phone Care Insurance

2. We replace your phone with a different make or model and you can no longer use them.

You can contact Phone Care for more information about your policy by visiting

<http://www.mobiles.co.uk/phonecare.html>



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Network Switching

Key Facts

- If your mobile contract has ended, you can switch to a different network without charge. Just decide whether you want to keep your existing number or start a new number.
- A PAC is used to switch networks and carry forward an existing phone number. A STAC is used to cancel an existing number and receive a new number with a new order.

If you provided a PAC to switch to Vodafone when placing your order, your new SIM will remain inactive until your chosen switching date, at which point it will activate with your existing number. If you're switching to iD Mobile, your new SIM will arrive active with a temporary number until your switching date, when your existing number will carry forward to replace it.

If you've received your item and still need to switch network you can request your PAC or STAC via a free text message service by texting PAC to 65075 or STAC to 75075, or by contacting your existing provider.

Then simply call the customer service desk of your new network and tell them your PAC. The network will then arrange port dates with your old network, and on the agreed date your number will be moved across to the new handset.

If you provide your new network with a STAC they will use this to cancel your number with your previous network.

The following points should be read carefully as they may apply to your circumstances:

- If you are transferring a pay as you go number, any credits with your current network will not be transferred to the new network.



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Network Switching

- A request from the new network to transfer your number represents a notice to terminate your existing subscription with your current network.
- The issuing of a PAC against a mobile number will revoke any previous disconnection request.
- Service charges and any associated subscription charges will continue if no transfer request is received by your current network, even if you've previously given notice.
- You cannot port your number to your existing network. If you wish to keep your number and stay on your current network, you need to follow the upgrade process. Please visit <https://www.mobiles.co.uk/switching> for more information.



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Contracts

You can contact us by Live Chat or by phone on 0330 678 0520 (Calls billed at standard local rate. Mobile rates may vary, please check with your service provider if unsure).

Before you contact us...

If your questions relate to an after sales query including any of the below topics, then you may find the answer by logging into your My Account.

- Cashback
- Status of your order
- Updating your personal details

Contact us by Live Chat

You can contact us via Live Chat by visiting <https://www.mobiles.co.uk/contactus> and selecting the Chat Now icon.

Please note we will only discuss an order with you if you are the account holder. To comply with the Data Protection Act, we will ask you to answer some security questions before we discuss any element of your account with you. If you would like someone else to speak to us on your behalf, you will need to answer these security questions before we can discuss the account with your nominated third party. Please have your mobile or order number to hand when you call us.



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