



Trade-in Bonus Terms and Conditions

1. These terms and conditions ("**Terms**") apply to our ("**Vodafone Limited**") Trade-in Bonus Offer (as defined below).
2. These Terms apply in addition to the Trade-in Guarantee Terms and Conditions ("**Trade-in Terms**") available [here](#).
3. Any capitalised terms we use have the meaning set out in these Terms and the Trade-in Terms (as applicable).

Offer

4. Customers can receive an additional bonus amount on top of their trade in value ("**Trade-in Bonus**"), provided the customer trades in and purchases selected phones as specified by Vodafone ("**the Offer**").
5. In respect of each Trade-in promotion that includes a Trade-in Bonus, Vodafone will specify:
 - a. the Trade-in Bonus amount; and
 - b. the specific phone you must trade-in to benefit from the Offer; and
 - c. the specific phone you must purchase to benefit from the Offer (if applicable),

each of which may vary from time to time at Vodafone's sole discretion.

6. If you satisfy the requirements set out in these Terms, you must:
 - a. trade in the phone as specified by Vodafone using our Trade-in Tool ("**Trade-in Device**");
 - b. purchase the phone as specified by Vodafone (either purchased outright or via a Vodafone Device Plan); and
 - c. purchase a new eligible Vodafone Pay Monthly Airtime Plan agreement.
7. For Small Business Customers (as defined below), clauses 6.b & 6.c shall not apply, but in order to be eligible for the Offer, you must upgrade to a new Vodafone Pay Monthly Airtime Plan with the phone as specified by Vodafone under one contract ("**Handset Plan**").
8. If you are eligible for the Offer, the Trade-in Bonus will be available to you as either a:
 - a. Monthly Saving on your new Airtime Plan or Handset Plan (as applicable); or
 - b. Lump sum Vodafone Trade-in Credit - available on your Vodafone account.

BACS / Bank Transfer is not available as a Trade-in Bonus with this Offer.

Please refer to the Trade-in Terms for more information on the Monthly Saving and Trade-in Credit Trade-in Options.

Eligibility

9. For consumers and sole traders (excluding sole traders joining Vodafone from Three without using a PAC code), to be eligible for this Offer you must:
 - a. be a UK-based consumer or sole trader, resident in the UK with a UK billing address;
 - b. buy a new Vodafone Pay Monthly Airtime Plan agreement and new device, (either via a Device Plan or outright) when trading-in the Trade-in Device;
 - c. trade-in a Trade-in Device via our Trade-in Tool;
 - d. trade-in a Trade-in Device that is in good working condition, in accordance with our Trade-in Terms; and
 - e. comply with these Terms.
10. For small business customers and sole traders joining Vodafone from Three without using a PAC code (but excluding all other sole traders) that have fewer than ten (10) employees ("**Small Business Customers**"), to be eligible for this Offer you must:
 - a. be a UK-based Small Business Customer, resident in the UK with a UK billing address;
 - b. buy a new Handset Plan when trading-in the Trade-in Device, for Small Business Customers;
 - c. trade-in a Trade-in Device via our Trade-in Tool;
 - d. trade-in a Trade-in Device that is in good working condition, in accordance with our Trade-in Terms; and
 - e. comply with these Terms.

11. General

- a. We will be entitled to claim back any credit or amount paid to you via your selected Trade-in Option where:
 - i. a contract has been formed and we subsequently discover your Trade-In Device has been registered as lost or stolen;
 - ii. you fail to maintain your new Airtime Plan or Handset Plan (as applicable) for at least six (6) months after redeeming this Offer;
 - iii. you fail to return your Trade-In Device within the time required (as set out in the Trade-in Terms);
 - iv. you send in something other than the Trade-In Device, or a different model, make or specification than that which was submitted for assessment in the Trade-In Tool quoted on your order;
 - v. your Trade-In Device has been damaged intentionally or maliciously;
 - vi. you have not answered all questions asked while running the Trade-in Tool diagnostic checks honestly, accurately and in good faith; or
 - vii. you have not complied with the requirements set out in these Terms.



- b. We will not be liable for any loss of use, profits or data or any indirect, special or consequential damages or losses, whether such losses or damages arise in contract, negligence or tort, or otherwise in relation to:
 - i. Any circumstance that is outside of our reasonable control; and
 - ii. Any loss or damage that is not directly caused by us or which we could not reasonably expect at the time we entered into our agreement with you.
- c. We reserve the right to withdraw or make amendments to the Offer in the event of unforeseen circumstances including without limitation COVID-19/other pandemic, decisions by our suppliers (including but not limited to Ingram), changes to laws, regulations or orders or acts of God. In the event of any such amendments, neither we nor our suppliers shall be liable to you for any costs, expenses or other losses resulting from such amendments.
- d. Nothing in these Terms shall exclude or limit our liability for (i) death or personal injury caused by our negligence (as such term is defined by the Consumer Rights Act 2015); (ii) fraud; or (iii) any liability which cannot be excluded or limited under applicable law.
- e. We may change these Terms at any time. We'll tell you beforehand where any change is likely to materially disadvantage you.
- f. If you would like to complain, please see our complaints page for more information:
<https://www.vodafone.co.uk/help-and-information/complaints/code-of-practice>
- g. These Terms will be governed by and interpreted in accordance with English law and you and we both consent to the non-exclusive jurisdiction of the English courts.

12. **Who are we?**

Vodafone Limited, registered in England number 1471587 at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.

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