

Pay as you go Plus Indirect Voucher Terms and Conditions

1. These terms and conditions ('**Terms**') apply to our (Vodafone Limited, registered in England number 1471587 at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN) vouchers (the '**Voucher/s**').
2. These Terms and Conditions are only applicable to those who have purchased a Voucher indirectly from one of our partners (for example, Argos, Amazon).
3. A Voucher is a card or receipt printed with a unique Voucher number and is valid for 12 months. You can purchase them from over 100,000 shops around the UK or anywhere you see the green top-up logo.
4. Once you have a Pay as you go Plus SIM, visit <https://www.vodafone.co.uk/sim-only/indirect-sim/welcome>, and follow the verification steps. You can only use your Voucher number to purchase the first month of your plan. Thereafter, monthly payments will be collected by card payment.
5. Your Voucher will expire 12 months after you have purchased it. You must have redeemed the Voucher by this date. If you do not redeem the Voucher within this period, you will no longer be able to use the Voucher or redeem your credit.
6. The credit that you add using the Voucher does not expire, however if you do not use your Vodafone Pay as you Go Plus SIM card within 180 days, you will be disconnected from the Vodafone network. You can use the network by carrying out a chargeable event, this includes activities such as buying a new Plan, Auto-Renewing an existing Plan, making a call, sending a text or using data. This does not include receiving calls or texts.
7. If the Voucher code is invalid or you experience problems with redeeming the Voucher, you will need to return to the place where you purchased it.
8. The Voucher can only be used as credit for purchases towards Pay as you go Plus products (i.e. a Pay as you go Plus Plan or Extra).
9. **Returns within 14 days:** Refunds are subject to the sole discretion of the shop or store itself and its refund policy, and Vodafone do not have a say in whether you'd get a refund.
10. **Returns after 14 days:** If you terminate your Pay as you go Plus Agreement with us after your 14 day cooling off period has expired per clause 9, you may be entitled to a refund of pre-paid credit (if applicable) up to 60 days after your Agreement ends with us. If you switch providers using a PAC or STAC code, you will be entitled to such a refund of credit. We may deduct reasonable costs that we may incur when administering your refund.
11. We will not have any obligation to make a refund to you where you purchase a higher Voucher value than you intended, for whatever reason.
12. You're responsible for entering the correct phone numbers and ensuring that the Voucher is credited to the correct Pay as you go Plus SIM. We will not be able to reverse or refund any payment made using the Pay as you go Plus Voucher activation service which has been incorrectly attributed because of your error.
13. In the event of fraud, abuse, and/or an error affecting the operation of the Offer, we reserve the right to suspend use of the Voucher and amend these terms & conditions.
14. These terms and conditions are subject to English law and the English Courts shall have exclusive jurisdiction.

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