

VodaPro Service Terms and Conditions

The following terms govern the provision of the VodaPro service by Vodafone Ireland Limited (“Vodafone”) employees in our retail and franchisee stores. These terms and conditions apply in addition to and form part of the General Terms and Conditions of the Vodafone Mobile Telecommunication and Broadband Service and any additional service conditions you, as the customer, have signed up to. For the avoidance of doubt the below terms will form part of and apply in addition to each participating customer’s terms and conditions of their Vodafone service. By participating in the Service as a customer, you are deemed to have read and agreed to be bound by the following terms:

1. The VodaPro service (the “Service”) allows Vodafone customers to book a one-to-one in-store appointment with a VodaPro advisor to provide technical support in relation to Vodafone products and services, including with the following activities:
 - (i) setup and configuration of a new device;
 - (ii) transfer of content between devices;
 - (iii) assistance with account, application and device login issues;
 - (iv) basic troubleshooting and diagnostics;
 - (v) device and network settings configuration;
 - (vi) general customer care and usage enquiries, and
 - (vii) other reasonable device support activities agreed during the appointment.

The Service is provided on a reasonable endeavours basis and does not guarantee resolution of all issues customers may have.

2. Customers should attend their appointment with the relevant device(s), any required passwords / PIN codes / authentication credentials and follow any reasonable directions by Vodafone.
3. There is a €25 charge for the Service, for which customers will receive a 30-minute session.
4. In utilising the Service, customers verify that they own the relevant device(s) and are authorised to access any accounts, applications or content as required.
5. The Service is subject to availability and is bookable in participating Vodafone stores only.

6. Vodafone may cancel, reschedule or refuse an appointment where necessary for operational, security or legal reasons.
7. Customers who participate in the Service acknowledge that Vodafone and its VodaPro advisors may, in the course of providing the Service, have access to personal information or content stored on a customer's device. Vodafone will make reasonable efforts to ensure any such access shall only occur as necessary for the purposes of performing the Service.
8. Where you are seeking assistance in transferring information or data saved (e.g. app data, contacts, text messages or emails, photographs, videos, account information) between devices, Vodafone recommends that customers make a backup of any such data prior to the transfer to mitigate the risk of loss or damage during migration. The customer accepts that responsibility for maintaining backups is their responsibility and Vodafone accepts no liability for this.
9. Any transfer of content is subject to the terms of the relevant third-party content transfer service. Vodafone will not be responsible for any claims related to loss or corruption of information or data, loss of access to accounts, services or applications or any indirect or consequential loss.
10. Where required as part of the Service (e.g., to ensure consistent Wi-Fi connection during a content transfer), the customer acknowledges that Vodafone may temporarily store a customer's phone in a secure location in the retail store.
11. These Terms are governed by the laws of Ireland. Any disputes relating to the Service shall be subject to the exclusive jurisdiction of the courts of Ireland.