



Vodafone Airtime Only Upgrades

Terms and Conditions

1. Applicability of Terms

These Terms are only applicable to customers currently on Vodafone Pay Monthly Airtime Plan tariff (i.e. Xtra Plan) referred to below as '**Airtime Only Plan**'. Note that these Terms do not apply if you have taken out a Vodafone Pay Monthly Device Plan (referred to as "Device Plan").

If you intend to trade in an eligible device whilst upgrading, separate trade-in terms will also apply. See vodafone.co.uk/terms for the applicable trade-in terms.

2. Airtime Upgrade: what does Airtime Upgrade mean to you?

Airtime Upgrade means being able to take out a new Device Plan from month 3 of your current Airtime Only Plan ("**Offer**").

When you upgrade:

- a. you must:
 - i. buy a new Device Plan, also known as your "Phone Plan", (which is a credit agreement); and
 - ii. buy from a selection of Vodafone Pay Monthly Airtime Plans i.e. an Xtra Plan (on a new minimum term agreement).
- b. your current Airtime Only Plan will end; and
- c. the number associated with your current Airtime Only Plan will be transferred to your new Vodafone Pay Monthly Airtime Plan.

3. Below are all the conditions that you must be aware of before taking up the Offer.

- a. You can take up this Offer provided you have:
 - i. made all payments when they fall due under your current Vodafone agreement(s); and
 - ii. not otherwise breached the terms of your existing Vodafone agreement(s).

4. The Offer is available to Consumers and Sole Traders who have purchased an Airtime Only Plan from Vodafone via a Vodafone retail store*, webchat, on vodafone.co.uk or by calling us.

5. **How to upgrade?** To process your upgrade after 3 months you must upgrade directly through a Vodafone retail store*, via webchat, via vodafone.co.uk or by calling us on 191.

6. **What do I have to pay?** You will need to:

- a. pay the upfront cost of the new device you choose to upgrade to (if applicable);
- b. pay the applicable monthly cost for the new Device Plan (which is a credit agreement); and
- c. pay the applicable monthly cost for the new Vodafone Pay Monthly Airtime Plan (and your monthly Smartwatch Connectivity plan, if applicable).

** If for any reason our stores are required to close, customers can contact our experienced Tech team via 191 or onwebchat.*

7. **Returns:**

For your Device Plan, you have 14 days from the date you physically received the device to change your mind and return the device. However, once you return the device to us you will not be able to get this device back.

For your Vodafone Pay Monthly Airtime Plan, you have 14 days from the date of which you entered into your Vodafone Pay Monthly Airtime Plan to change your mind and cancel this plan without paying an early termination fee. Please note that you will still need to pay pro rata for the services you received plus any out of bundle charges that you may have incurred in the time prior to cancelling your plan.

Returns will be processed in accordance with our [Returns Policy](#).

8. We may make changes to or introduce new terms to these Terms at any time. If these changes are of material detriment to you, we will give you 30 days' notice.
9. All upgrades under the Offer will be subject to a detailed credit and affordability check.
10. By taking this Offer, you will be accepting our Vodafone Pay Monthly Airtime Plan terms & conditions.

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