



Vodafone EVO Upgrade From Month 3

Call 03333 043 222 or email disability.access@vodafone.co.uk for a large print, braille, audio CD or dyslexia friendly version of this document.

Terms and Conditions

1. **Applicability of Terms**

These Terms apply to our Vodafone EVO Upgrade From Month 3 offer ('the **Offer**'). This Offer is only applicable to customers currently on a Vodafone Pay Monthly Device Plan (referred to below as "**Device Plan**") and Vodafone Pay Monthly Airtime Plan agreement (i.e. Xtra Plans) (referred to below as "**Airtime Plan**").

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

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

Upgrade means being able to take out a new:

- a. Phone Plan from month 3 of your current Airtime Plan; or
- b. Watch Plan from month 3 of your current Connectivity Plan.

3. **When you Upgrade you must:**

- a. buy a new Device Plan, also known as your "Phone Plan" or "Watch Plan", (which is a consumer credit agreement);
- b. buy a new Airtime Plan or Connectivity Plan, depending on the type of new device you will be buying; and
- c. **either** (i) pay off the remaining amount on your existing Device Plan prior to upgrading; **or** (ii) pay for your existing Device Plan along with your new Device Plan.

4. After you have completed your Upgrade, your existing Airtime Plan/Connectivity Plan will end.

5. For customers who Upgrade their Phone Plan only, the number associated with your current Airtime Plan will be transferred to your new Airtime Plan.

6. You can take up this Offer provided you have:

- a. made all payments when they fall due under your current Vodafone agreement(s); and
- b. not otherwise breached the terms of your existing Vodafone agreement(s).

7. At any one time, you can have a maximum of ten (10) Device Plans per customer account, subject to detailed credit and affordability check.

8. The Offer is available to Consumers and Sole Traders who have purchased a Vodafone Airtime Plan and Phone Plan or a Watch Plan and Connectivity Plan in a Vodafone retail store, via webchat or by calling us.

9. **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; and
- c. pay the applicable monthly cost for the new Vodafone Airtime Plan or Connectivity Plan.

10. **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 Airtime Plan, you have 14 days from the date of which you entered into your Vodafone 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](#).

11. **How to upgrade?** To process your upgrade after 3 months you must upgrade directly through a Vodafone retail store, via webchat or by calling us on 191.
12. 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.
13. All upgrades under the Offer will be subject to a detailed credit and affordability check.
14. By taking this Offer, you will be accepting our Vodafone Pay Monthly Airtime Plan terms & conditions.

We are

Vodafone Limited, Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN. Registered in England No 1471587.

Date: 6 April 2022

Vodafone Limited is authorised and regulated by the Financial Conduct Authority for consumer credit lending and insurance distribution activity (Financial Services Register No. 712210) Registered in England and Wales. Company No 01471587.
Registered Office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN