



Vodafone EVO Upgrade From Month 12

Terms and Conditions

1. Applicability of Terms

These Terms are 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 device from month 12 of your current Airtime Plan (“**Upgrade**”).

When you Upgrade:

- a. you must:
 - i. buy a new Device Plan, also known as your “Phone Plan” or “Watch Plan”, (which is a credit agreement);
 - ii. buy a new Airtime Plan (on a new minimum term agreement); and
 - iii. **pay off the remaining amount on your existing Device Plan prior to upgrading.**
- b. your current Airtime Plan will end; and
- c. the number associated with your current Airtime Plan will be transferred to your new 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).
- b. At any one time, you can have a maximum of ten (10) Device Plans per customer account, subject to detailed credit and affordability check.

4. The Offer is available to Consumers and Sole Traders who have purchased a Vodafone Airtime Plan and Device Plan in a Vodafone retail store*, via webchat, on [Vodafone.co.uk](https://vodafone.co.uk) or by calling us.

5. 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 (and your monthly connectivity plan, as applicable).

6. 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.

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

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](#).

7. **How to upgrade?** To process your upgrade after 12 months you must upgrade directly through a Vodafone retail store*, via webchat, via vodafone.co.uk or by calling us on 191.
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.

We are

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

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