

## **SIM only Terms and Conditions**

Here's what you need to know when you buy anything from Eze Talk.

### **Your agreement with us**

By ordering from us, you agree you've read and accepted the following terms and conditions.

### **Your status**

If you're an individual who's placing an order, you must be 18 years or older and resident in the UK, or incorporated as a business in the UK, to purchase any products or services from us.

### **Your order**

When you order products and services from this site, we treat this as an offer from you to purchase such products and services. We may refuse to accept such orders for any number of reasons - such as a failure to meet credit check criteria, unavailability of products or services, product or pricing errors.

On receipt of your order we'll send you an email describing the products and services you've ordered. These communications confirm we've received your order, but don't represent any acceptance of your offer to purchase products or services from us. We're not legally obliged to provide the products and services to you during the offer process (before the contract is completed). The contract between you and us will only be completed when we dispatch the products to you. Any products or services on the same order which haven't been dispatched to you don't form part of that contract.

### **Price and payment**

Prices are inclusive of VAT unless we state otherwise. Despite our efforts, sometimes information, discounts, promotions, e-vouchers and prices may from time to time be incorrect. However, we do try to check these as part of our order processing - and if we spot an error, we'll contact you.

Payment will be taken by Direct Debit which will be set up following your order. The Direct Debit payment is covered by The Direct Debit Guarantee.

If you're ordering a Pay monthly product and/or service, and your order includes upfront costs, you'll need to pay for these using your debit or credit card. If we're unable to take payment from your card, to avoid delaying your order we'll add any up-front costs to your first bill.

### **Availability and delivery**

We try to provide you with availability information for products and services during the sales call. We will do our very best to dispatch your SIM card within 2 working days and you should receive it within 4 working days.

## How will my order be delivered?

If you have ordered a **Pay monthly SIM only, Pay as you go device or any other product costing less than £60**, your order will be delivered by Royal Mail second class delivery at no additional cost.

Standard delivery:

- order before 10pm on weekdays and your order will be delivered by DPD the next working day
- order before 10pm on a Saturday, Sunday or a bank holiday and your order will be delivered by DPD two working days later
- during holiday and other busy periods deliveries may take a little longer
- a signature will be required on delivery

Premium delivery:

- order before 10pm on weekdays and your order will be delivered by DPD the next working day during your selected morning or afternoon slot
- order on Wednesday, Thursday or before 10pm on Friday and your order will be delivered by DPD on Saturday between 8am and 6pm
- order before 10pm on a Sunday or a bank holiday and your order will be delivered by DPD two working days later during your selected morning or afternoon slot
- during holidays and other busy periods deliveries may take a little longer
- a signature will be required on delivery

## Right to cancel and return products

Our returns policy means you can change your mind. You can cancel and return your order, whatever the reason within 14 days of your order. Please note that if you activate and begin using your SIM during the first 14 days, you will waive the cooling off period.

## Your personal information

Our privacy policy sets out how we and our group companies may collect, use and share your personal information. You'll find the latest privacy policy and cookie policy here <http://www.eze-talk.com/privacy-policy/>

Check back every now and then for the latest version. For any queries, you can contact us [at dataprotectionofficer@eze-talk.com](mailto:dataprotectionofficer@eze-talk.com)

## General

The terms of this agreement won't affect any legal rights you may have under any law, and which we can't exclude. We'll send you notices by email, post, text, voicemail or other form of electronic message. Please tell us about any changes to your contact details so we can contact you in relation to your order or use of our services. We may update these terms from time to time, so please check the then-current version before you place your order.

These terms are governed by the laws of England and Wales, and you (and we) agree to submit to the non-exclusive jurisdiction of the courts in England and Wales.

**Our details**

Address: Bromley Centre, Bromley Road, Congleton, CW12 1PT.

Phone: 0333 200 0801

Email: [Info@eze-talk.com](mailto:Info@eze-talk.com)