

Completing the Cheque Back Vouchers

- ✓ Please use capital letters
- ✓ Complete each field fully
- ✓ Make sure you have securely enclosed the correct airtime bill, referring to the Cheque Back table
- ✓ Make sure you claim within 30 days from the date on the relevant airtime bill
- ✓ Send your completed claim(s) by recorded delivery to:

Cheque Back Offers, PO Box 4259, Wednesbury WS10 7JN

Completing the Cheque Back Vouchers

- ✓ Please use capital letters
- ✓ Complete each field fully
- ✓ Make sure you have securely attached the correct airtime bill, referring to the Cheque Back table
- ✓ Make sure you claim within 30 days from the date on the relevant airtime bill
- ✓ Send your completed claim(s) by recorded delivery to:

Cheque Back Offers, PO Box 4259, Wednesbury WS10 7JN

Completing the Cheque Back Vouchers

- ✓ Please use capital letters
- ✓ Complete each field fully
- ✓ Make sure you have securely attached the correct airtime bill, referring to the Cheque Back table
- ✓ Make sure you claim within 30 days from the date on the relevant airtime bill
- ✓ Send your completed claim(s) by recorded delivery to:

Cheque Back Offers, PO Box 4259, Wednesbury WS10 7JN

What bill do I need to send in?

If you need to claim your cheque back(s), this table explains when you need to do it.

Month of Purchase	4th bill example. bill issued in	8th bill example. bill issued in	12th bill example. bill issued in
January	April	August	December
February	May	September	January
March	June	October	February
April	July	November	March
May	August	December	April
June	September	January	May
July	October	February	June
August	November	March	July
September	December	April	August
October	January	May	September
November	February	June	October
December	March	July	November

*If you give 30 days notice on your account during month 11, this may be your closing bill.

Cheque Back Offers

How to claim your discounted line rental



All you need to know about receiving your cheque back line rental

How to make a claim

Many of our fantastic offers entitle you to claim cheque back or line rental refunds when you subscribe to a new agreement. To claim this Cheque Back it is important that you follow the three stages below:

Stage 1: Please send a copy of the top 2 sheets of your 4th monthly airtime bill with the CHEQUE BACK VOUCHER 1 securely enclosed.

Stage 2: Please send a copy of the top 2 sheets of your 8th monthly airtime bill with the CHEQUE BACK VOUCHER 2 securely enclosed.

Stage 3: Please send a copy of the top 2 sheets of your 12th monthly airtime bill with the CHEQUE BACK VOUCHER 3 securely enclosed.

Important: The above bills must be sent to us with a completed Cheque Back Voucher to arrive within 30 days of the date on the relevant airtime bill. Claims received after this time or without a completed Cheque Back Voucher cannot be processed.

If you are making more than one claim because you purchased more than one phone, these must be clearly separated. Each claim must be completed as above and sent in a separate envelope by recorded post.

Please note: We strongly recommend that you send all items by recorded post as we can not be held responsible for lost items or claims that arrive outside of the qualifying period.

Q: Can I send a photocopy of my airtime bill?

A: Yes you can. This may be preferable as we are not able to return the original.

Q: Can I send a print off of my online bill?

A: Yes you can. This should include your current address.

Q: Do I need to send in my claim by a certain date?

A: Yes, your claim must be received within 30 days of the date on the relevant airtime bill. See Cheque Back table for details.

Important

This leaflet does not serve as a guarantee of eligibility. All redemption offers are subject to the terms and conditions set out in your airtime agreement. The information in this leaflet is correct at the time of going to print, but may be subject to change.

How and when you will receive your cheque back

Your cheque will be sent within 45 days of us receiving your claim provided you are eligible and we can verify the claim. The cheque will be issued in the name of the account holder.

Q: What if I don't have a bank account or want the cheque made payable to somebody else?

A: The terms of our Cheque Back Offers are that we will only issue the cheque in the name of the person who took out the phone contract. We cannot make payment in any other way.

Q: If I have to claim at different stages, how much will I be paid at each stage?

A: The cheque back amount will usually be divided into equal payments for each time that you claim. If you forget to claim for one of the payments, you may still claim for any that are remaining.

Q: What happens if I change my address or mobile phone number after the sale?

A: The cheque will be sent to the address on the airtime bill you send us.

Situations where the Cheque Back Offer will cease to apply

- If your account is not up to date with payments.
- If the airtime bills sent are not for the same account and in the same name as the one eligible for the cheque back.
- If your claim is received more than 30 days from the date stated on the airtime bill you are required to submit.
- If your airtime contract has been disconnected (including disconnections made under Lifeline insurance).
- We reserve the right to refuse any application that we believe may be fraudulent.

Cheque Back Voucher 1

This applies to all customers who have taken out a Cheque Back Offer.

Name

Mobile No

Signature

Today's Date



Cheque Back Voucher 2

This applies to all customers who have taken out a Cheque Back Offer.

Name

Mobile No

Signature

Today's Date



Cheque Back Voucher 3

This applies to all customers who have taken out a Cheque Back Offer.

Name

Mobile No

Signature

Today's Date

