fonehouse.

BLACK FRIDAY MONTH PRICE PROMISE

If you find a cheaper deal over Black Friday we will refund the difference!

TERMS & CONDITIONS

How to Claim:

- Send proof (including link to deal and screenshot of basket) of competitor's deal to pricepromise@fonehouse.co.uk
- One of our friendly customer service agents will validate the deal
- Once validated, our team will verify the deal difference and send you a BACS transfer directly into your bank account!

Terms:

- Only qualifying retailers websites – see list below
- Fonehouse will price match where:
  - The device is listed and highlighted as a Black Friday Promotional Deal on the Fonehouse website
    - Devices eligible for Price Promise will show in the basket and within the products page.
      - Your order confirmation will confirm if the device you ordered is eligible.
- The handset make, model and colour is the same
- The Network is the same
- The line rental payable to the network is the same
- The data allowance on the tariff is the same
- The contract term is the same
- The product is in stock on competitors website and available for immediate delivery

Fonehouse will not price match where:

- There is a gift or cashback on the competitor deal
- The competitor is not on our list of qualifying retailers
- The deal is not a like for like deal as per terms above
- Your order confirmation does not have a "Price Promise" tag
- Competitor is using a voucher code to discount their deal

- BACS transfer will be made within 30 days and only if you are still connected to the network
- You must claim between 2nd November 2026 and 1st December 2026 – Any claims outside of this period will be void

Qualifying Websites: Mobile Phones Direct, Carphone Warehouse, Vodafone Direct, EE Direct, Three Direct, Buymobiles, Affordable Mobiles, ChitterChatter, Mobiles.co.uk.