

FONEHOUSE PRICE MATCH GUARANTEE

By purchasing through Fonehouse and taking part in the Price Match Guarantee. You are agreeing to abide by the terms set out below. Failure to abide by terms, Fonehouse reserves the rights laid out in our standard Terms & Conditions available here.

Fonehouse guarantees you under our price promise, when purchasing your handset contract online(3). If you find after purchase, a cheaper qualifying deal(1) elsewhere, Fonehouse commits to paying you the full difference between ourselves and competitor(2) deal price. You will get paid out, subject to the correct claim with proof(4) being made within the validity period(5) outlined below.

Terms:

(1) Only qualifying retailers websites – see list below

Full list of qualifications are below

- The deal is listed and highlighted as a 'Price Matched' Deal on the Metrofone website
- 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 comparison contract term is the same
- The product is in stock on competitors website and available for immediate delivery
- Subject to the same warranty and service terms

Note: Fonehouse will not price match where the deal is not like for like as per above qualifications for comparison. Nor will we price match against a competitor not listed below. Any deal that applies to SIM Only, SIM-Free bundling, business purchase, or features a gift with purchase, cashback or voucher code mechanism are also not part of our price match guarantee.

(2) **Competitor:** this means Mobile Phones Direct, Carphone Warehouse, Vodafone Direct, EE Direct, Three Direct, Buymobiles, Affordable Mobiles, ChitterChatter, Mobiles and has to be the same network to which you purchased a new connection through Fonehouse.

(3) **Online:** we will only match our online prices against direct network online prices. We cannot match online prices in our retail stores and vice versa. Although if you visit a retail store, be sure to ask our friendly team members for help in finding you the right deal.

(4) **Proof:** you must provide proof of the cheaper price which is satisfactory to Fonehouse.

(5) **Validity period:** the price promise may be claimed post the time of purchase or up to 14 days after, before the end of your cooling off period. Orders must have been made between Tuesday 1st February 2022 to Monday 28th February 2022. Claims must be submitted before COB 7th March 2022 to qualify. Claims made outside this period will be void.

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!

fonehouse