

# EE Annual Upgrade

## Terms and conditions

EE Annual Upgrade is only available with an eligible 4GEE Max plan when you join or upgrade with an eligible phone.

When you take part in the trade-in offer, EE will waive any charge for ending your plan early, and you won't be eligible for any additional payment from Brightstar (EE's recycling partner).

You can exercise this early upgrade option if:

- You have had an eligible 4GEE Max Plan for at least 12 consecutive months and it is at least 12 months since your last upgrade
- Your EE account is paid up to date
- You return your current phone to us in full working condition (see below for details)
- You upgrade to a new 24 month EE pay monthly plan, with a new minimum term
- The monthly payment for your new plan is be at least the same as or higher than the monthly payment for your current plan. Standard eligibility rules apply.
- You upgrade in selected EE stores.

**Phone condition:** The phone you return to us must be the same phone you got from us with your plan or a replacement provided by us where you have made a successful insurance claim for that phone. It must be in full working condition with no missing, damaged, or cracked parts (e.g. a stylus for touch screen phones should be included if the phone was originally supplied with one) else you may be charged.

Fully working condition includes:

- The phone should be fully functional: should power up, be free from PIN locks and should be able to make and receive a call. All functionality ( e.g. Bluetooth, camera) and all control buttons (on/off, volume, navigation) and all the buttons on any keypad must work. All connection sockets should work, all microphones and speakers should work, and the IMEI label should be intact.
- The display should be clear and fully intact. There should be no fading, no pixels missing, no cracks and no bleeding on the screen. Touch-screens should be free from major scratching.
- The phone must be free from water damage (and signs of water damage as signified by the manufacturer's water damage indicators).
- The phone must not be Activation Locked. If you have an iPhone note that all devices running iOS7 (or later) are Activation Locked automatically and the device must be removed from an iCloud account. If you haven't removed it from your iCloud account before sending in, we will not return the phone to you for you to unlock subsequently.
- If you are in any doubt, you are advised to contact us before arranging your upgrade.

If, in our sole discretion, the phone is not in fully working condition as described above, you will be charged in accordance with our charges [ee.co.uk/annualupgradehelp](http://ee.co.uk/annualupgradehelp).

If you do not wish to return your current phone to us when you upgrade, you will be charged in accordance with our charges [ee.co.uk/annualupgradehelp](http://ee.co.uk/annualupgradehelp).

Charges applied for damaged returns or if you do not wish to return your phone will be payable when you upgrade.

## General

EE Annual Upgrade is not available with any Pay Monthly plan with a Family & Friends, Max Plans 25GB and under, PERK, any student discount or 10% Multi-line discount.

Phones are subject to availability at the time you want to upgrade.

You understand that once you return your current phone to us you will not be able to get it back again. You should make sure you have removed all personal content and made back-up copies where appropriate. EE is not responsible for any content you lose as a result of the upgrade.

We may withdraw this benefit at any time.