

4GEE HOME GIFT WITH PURCHASE – TERMS AND CONDITIONS

1. Only new customers who have purchased an 4GEE Home Router on an 18 month EE tariff through our direct channels are eligible for this connected bundle offer.
2. The Offer is available from 5th April to 30th April 2019.
3. Offer is subject to availability and may be withdrawn at any time.
4. The bundle includes One Hive Hub, two Bayonet or screw dimmable white bulbs and an Amazon Echo Dot.
 - i. Hive Hub: Compatible with iOS or Android.
 - ii. Hive White Dimmable Bulbs (Bayonet & Screw Cap): Compatible with iOS or Android. Requires a Hive Hub which is included with this bundle.
 - iii. Amazon Echo Dot: The Alexa App is compatible with Fire OS, Android and iOS devices, and also accessible via your web browser. Certain skills and services may require subscription or other fees.
5. Within 30 days of purchase you will receive an SMS, email or letter (depending on what information you have supplied) containing a link. This unique link will take you to a landing page on our accessory site (managed by our partner Kondor) where you can choose either the screw or bayonet light bulb bundle, which will automatically be free to you when added to the basket when going directly from the link. Then you'll just need to enter your shipping details and it will arrive within 5 working days.
6. You have until 30th of June to claim your Smart home bundle. After this time, you will no longer qualify for the offer.
7. If you cancel your plan within 30 days of purchase, you will no longer be eligible for the free Smart home bundle. If you choose to cancel your plan within the first 18 months, you'll have to return your smart home bundle gift within 14 days, or you'll be charged £169.99 for the cost of the bundle without the promotional offer.
8. This offer is entirely separate from any other BT promotions, and will not affect your ability to claim any other reward you may be entitled to.
9. We aim to deliver within 5 working days but this may increase during busy periods, such as Christmas and during any sale periods. Please allow up to 28 days.
10. If your item is faulty and needs to be returned, please contact the customer service department at customerservice@kondor.co.uk so we can arrange for a freepost returns envelope to be sent out to you where applicable. If a customer returns an item of their own accord, the customer will be responsible for the returns postage costs.

All OEM products come with a 1 year warranty and may be returned if faulty to Kondor. Please contact our administration customerservice@kondor.co.uk. Some manufacturers offer extended warranty terms of 2 or more years. Please check the manufacturer's website. If there is a fault with your product within 12 months of delivery (or other defect with your order), we will normally offer a prompt repair or exchange. We will always offer you the choice of an exchange if the fault occurs within 28 days of delivery.

To qualify for an exchange the product must be:

- in otherwise "as new" condition; and
- complete with any accessories and free gifts offered with it (and, if possible, the original box and packaging).

Please email Customer Service at customerservice@kondor.co.uk (10:00 to 16:00 Monday to Friday).

Please return the product to EE Accessories Customer Services Dept, Kondor Headquarters, Christchurch Business Park, Radar Way, Christchurch, Dorset, BH23 4FL. If a fault occurs while you are abroad, please contact us after you return to the UK.

This promise does not cover faults caused by accident, neglect, misuse or normal wear and tear. For consumable items (e.g. non-rechargeable batteries) the guarantee period is three months from delivery.

Any refund due to a fault or other defect will include a refund of the applicable delivery charge.

THIS RETURNS POLICY DOES NOT AFFECT YOUR LEGAL RIGHTS.