



# EE Partner £85 Amazon Gift Voucher Offer

Version 1

August 2019

## EE Mobile Offer Terms & Conditions

1. This Amazon offer is available to customers who purchase any pay monthly contract valid for 12 months or an upgraded contract via the Perk scheme and remain an active customer on the EE database for 14 days from date of purchase.
2. The Amazon Offer is available from 31<sup>st</sup> August 2019 to 30<sup>th</sup> November 2019.
3. Offer is subject to availability and may be withdrawn at any time.
4. Eligible customers will be sent a confirmation SMS within 14 working days of purchasing a pay monthly handset. The Amazon e-code will be issued via SMS within x days of the purchase date.
5. If you have not received your e-code within x days of your purchase date, and you remain an active customer, you should contact our customer service team on 0344 381 TBC or email [TBC@eereward.co.uk](mailto:TBC@eereward.co.uk).
6. The voucher is provided in the form of a £85 Amazon e-code.
7. The e-code will be issued via SMS from '-EE-'.
8. The Amazon.co.uk e-code will be valid for up to 10 years. Once expired, any remaining funds will no longer be available.
9. Fulfilment of the voucher will be managed by Hawk Incentives Limited on behalf of EE.
10. This offer is entirely separate from any other EE promotions, and will not affect your ability to claim any other reward you may be entitled to.

^ Calls to 03 numbers are charged at the same standard rate as 01 and 02 landline numbers, even when calling from a mobile.

## FREQUENTLY ASKED QUESTIONS

Here are a few things we thought you'd like to know. If you can't find what you're looking for, feel free to contact us.

### **How do I know if I'm eligible for an Amazon e-code?**

If you have purchased a pay monthly contract for duration of 12 months or longer, between 31<sup>st</sup> August 2019 to 30<sup>th</sup> November 2019 the Perk scheme and your EE account remains active 14 days from your purchase, you will qualify for the Amazon e-code.

### **I'm not sure if I have made a qualifying purchase, what do I do?**

If you have made a qualifying purchase, you will be sent an SMS notification within x working days of making your purchase.

### **How and when do I receive my Amazon e-code?**

You will be sent an SMS within xx days of making a qualifying purchase, from -EE- with the voucher e-code.

### **If I don't receive my SMS who do I contact?**

If you have not received the Amazon e-code within x days of making a qualifying purchase, please contact our customer service team on 0344 381 TBC^ or email [TBC@eereward.co.uk](mailto:TBC@eereward.co.uk).

### **If I don't receive my Amazon e-code or it doesn't work who do I contact?**

If you have made a qualifying purchase and are still an active EE customer 14 days after purchase and your Amazon e-code hasn't arrived within x days of your purchase date — or your voucher doesn't work — please contact our customer service team on 0344 381 TBC^ or email [tbc@eereward.co.uk](mailto:tbc@eereward.co.uk).

### **Can my Amazon e-code be sent to a different telephone number?**

No, your voucher can only be sent to the telephone number that you received at time of purchase. However, if we can see that you have ported your mobile phone number then we will endeavour to re-issue your voucher via SMS to your new mobile phone number.

### **Can I use my Amazon e-code straight away?**

Once your e-code arrives, you can use it straight away.

### **How long is my Amazon e-code valid for?**

The Amazon.co.uk e-code will be valid for up to 10 years.

### **What happens if I don't spend the funds before my voucher expires?**

The Amazon.co.uk e-code will be valid for up to 10 years. Once expired, any remaining funds will no longer be available.

### **Where can I spend my Amazon e-code?**

Amazon e-codes can only be used on Amazon.co.uk website and are subject to Amazon.co.uk terms and conditions. Restrictions apply – see [www.amazon.co.uk/gc-legal](http://www.amazon.co.uk/gc-legal)

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