



# Affiliate £100 Amazon Voucher Offer

Version 2

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## Affiliate £100 Amazon Voucher Offer

This offer is available to new customers who take the 20GB for £20 or 40GB for £25 SIM ONLY plan within a promotional period.

Offer is only available with orders made via the affiliate link using the code provided. Offer is available from 14th June 2018 until 30<sup>th</sup> June 2018.

Offer is subject to availability and may be withdrawn at any time.

You must provide a valid email address and mobile number in your application to receive this offer.

Eligible customers will be sent a claim email and SMS within 5 working days of connection to an eligible product. If you have not received your claim email or SMS within 5 working days of your purchase date, you should contact our customer service team on 0800 587 2296 or email [mobilehelp@eereward.co.uk](mailto:mobilehelp@eereward.co.uk).

Vouchers must be claimed within 28 days of your connection date. Once you have completed the online claim form and your details have been received, your order will be checked to ensure your service is active. If your service is active your voucher will be emailed to you 15 days after your connection date.

The voucher is provided in the form of an Amazon.co.uk Gift Card\* claim code and the amount of e-money available will vary depending on the plan you take and the date you take it. The voucher will be sent via email from [support@eereward.co.uk](mailto:support@eereward.co.uk).

The Amazon.co.uk Gift Card\* claim code will be valid for up to 10 years. Once expired, any remaining funds will no longer be available.

Fulfilment of the voucher will be managed by Hawk Incentives on behalf of EE. Following a successful claim, if the voucher is not received within 21 days of connection, then you should contact our customer service team on 0800 587 2296 or email [mobilehelp@eereward.co.uk](mailto:mobilehelp@eereward.co.uk).

The offer is available online only and is not available instore or via telesales.

This offer is available to new customers only and not available to upgrading or re-grading customers.

This offer cannot be used in conjunction with any other discount code, offers or 3rd party cashback. If this offer is used in conjunction with any other offer/cashback, the cashback/discount will be declined.

\*Restrictions apply, see [www.amazon.co.uk/gc-legal](http://www.amazon.co.uk/gc-legal)

Amazon.co.uk is not a sponsor of this promotion. Amazon.co.uk Gift Cards ("GCs") may be redeemed on the Amazon.co.uk website towards the purchase of eligible products listed in our online catalogue and sold by Amazon.co.uk or any other seller selling through Amazon.co.uk. GCs cannot be reloaded, resold, transferred for value, redeemed for cash or applied to any other account. Amazon.co.uk is not responsible if a GC is lost, stolen, destroyed or used without permission. See [www.amazon.co.uk/gc-legal](http://www.amazon.co.uk/gc-legal) for complete terms and

conditions. GCs are issued by Amazon EU Sàr.l. All Amazon ®, ™ & © are IP of Amazon.com, Inc. or its affiliates.

Calls to 0800 numbers are free of charge, even when calling from a mobile.

## ABOUT YOUR REWARD

If you take a specially selected SIM ONLY deal via one of our affiliate partners, you may qualify for an Amazon.co.uk Gift Card claim code\*.

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.co.uk Gift Card claim code?**

This offer is only available if you order one of our SIM ONLY plans via one of our affiliate partners during a promotional period.

### **How do I claim?**

You'll be sent a text within five working days of your purchase with instructions on how to claim. We'll direct you to our dedicated website to enter your mobile number and PIN - which is in the text we'll send to you.

### **How long do I have to claim?**

You have 28 days from date of purchase to claim.

### **If I don't receive my claim text or confirmation email who do I contact?**

If you haven't received your claim text within five working days of your purchase, please call us for free on 0800 587 2296 or email [mobilehelp@eereward.co.uk](mailto:mobilehelp@eereward.co.uk).

### **When will I receive my Amazon.co.uk Gift Card claim code?**

After the 14 day qualification period has passed, you'll receive it via email within 24 hours, provided you're still connected.

### **If I don't receive it or it doesn't work, who do I contact?**

If it hasn't arrived within 24 hours of the qualification period – or doesn't work — please email [mobilehelp@eereward.co.uk](mailto:mobilehelp@eereward.co.uk)

### **Can it be sent to a different email address?**

No, it can only be sent to the email you provided when you claimed.

### **Can I use my Amazon.co.uk Gift Card claim code straight away?**

Of course you can.

### **How long is it valid for?**

Until the expiry date in the email.

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

The funds will only be available until it expires.

### **Where can I use it?**

Only at Amazon.co.uk

\*Amazon.co.uk is not a sponsor of this promotion. Amazon.co.uk Gift Cards ("GCs") may be redeemed on the Amazon.co.uk website towards the purchase of eligible products listed in our online catalogue and sold by Amazon.co.uk or any other seller selling through Amazon.co.uk. GCs cannot be reloaded, resold, transferred for value, redeemed for cash or applied to any other account. Amazon.co.uk is not responsible if a GC is lost, stolen, destroyed or used without permission. See [www.amazon.co.uk/gc-legal](http://www.amazon.co.uk/gc-legal) for complete terms and conditions. GCs are issued by Amazon EU S.à r.l. All Amazon ®, ™ & © are IP of Amazon.com, Inc. or its affiliates.

### **My voucher hasn't arrived – what shall I do?**

If your voucher hasn't arrived within 15 days of your purchase date, please call our customer service team on 0800 587 2296. Lines are open Monday-Friday (excluding bank holidays) 9am-6pm.

### **I've lost my claim SMS**

If you have lost your claim SMS please call our customer service team on 0800 587 2296. Lines are open Monday-Friday (excluding bank holidays) 9am-6pm.

### **I can't access/login to the claims page**

If you have any trouble accessing the claim page, call our customer service team on 0800 587 2296 or email [mobilehelp@eeward.co.uk](mailto:mobilehelp@eeward.co.uk). Lines are open Monday-Friday (excluding bank holidays) 9am-6pm.

### **You have some of my details incorrect**

If any of your details are incorrect on the "Confirm your Details" page, please contact our customer service team on 0800 587 2296. Lines are open Monday – Friday (excluding bank holidays), 9am – 6pm.

### **I've received notification that I am not eligible for the offer – why?**

If you need more information about why you are no longer eligible to claim () please call our customer service team on 0800 587 2296. Please note that possible reasons include that you have taken another discount offer instead, such as, Friends and Family discount, Student discount, PERK discount. Lines are open Monday-Friday (excluding bank holidays), 9am-6pm.

### **I haven't received my SMS**

I haven't received an SMS to claim, what should I do? If your order reference number begins "XKN" please call our customer service team on 0800 587 2296. Lines are open Monday-Friday (excluding bank holidays) 9am-6pm. If your order reference number does not begin with "XKN" you have not purchased a qualifying product.

### **I have a query about something else**

For queries which do not relate to your voucher, please contact us on 150 from your EE mobile, 0800 079 8586^ if calling from another phone or visit the EE Community or the EE website.