



EE SERVICE PACK

Version 2

Date 1 May 2019

£10 off Protective Kit:

£10 off cases/screen protectors: Available to new and upgrading Consumer and Small Business Customers on selected Pay Monthly Handset Plans or selected 12 month SIM only phone plans purchased directly via EE from 1st May 2019. Subject to availability. Non-transferable. Available at time of purchase only. Where we do not stock accessories for a specific device, we will provide a discount code to be redeemed online.

Annual Device & Account MOT

Available to new and upgrading customers taking a Handset, Tablet or selected 12 month SIM only Essentials or Smart Plans, purchased directly from EE from 1st May 2019 (Excluding selected SIM, 4GEE Home, Wearables, Mobile Broadband/Mobile WiFi).

Bookable Appointments

You can book your Annual Device & Account MOT online at ee.co.uk. We'll give your device a thorough check up, polish and clean, as well as check for any apps or software that could help you get more out of it.

Polish & Clean

Keeping your device in tip-top condition with a device health check, polish and another £10 off a new case or screen protector, subject to availability.

Unlock your Devices potential

We'll also look to make sure you're making the most of your account and getting the best value from EE. We'll cover a price plan check, a service benefits check, a swappable benefits check, data usage and other potential EE benefits.

To unlock your Device's potential, our experts may need to update your Device's software. Before you give us your Device you must ensure that if the device was not originally sold by EE it has been unlocked by the previous network. Failure to do so will result in the software update locking the Device back to the previous network.

It is also your responsibility to back up your:

- address book;
- applications;
- texts
- emails, picture messages or photos, music and any other content you may have downloaded to your phone.

We have the facilities to help you do this, but we will not be responsible for any information that you lose as part of that back up process. Remember, applications or content that you bought before agreeing to a software update or repair may not be compatible with new software installed.

The cost of installing or re-purchasing any content such as data, music, photos, apps or software is not covered

You'll also get a full service report, we'll send you a copy of everything we covered in your device and account MOT.

Remember that this legal stuff doesn't affect your general terms and conditions of service (the "Network Terms"). Your statutory rights are not affected.

EE Lifetime Guarantee

Key Facts

- You'll benefit from your normal manufacturer warranty and when it runs out you'll then benefit from this EE Warranty so long as you remain on an eligible plan
- This warranty does not cover damage or wear and tear
- This warranty does not replace or affect your statutory rights in any way
- You must have purchased your device directly from us
- It does not cover any device not supplied to you by us (including devices repaired under third party insurers)
- You are not covered if your EE bill is not paid and your account is not up to date

Who is covered

The warranty is only available to new and upgrading customers taking a Handset or Tablet on an Essentials or Smart Plans, purchased directly from EE from 1st May 2019 (Excluding SIM, 4GEE Home, Wearables, Mobile Broadband/Mobile WiFi)

- You must remain on an eligible Pay Monthly Plan as outlined above. Your account must be up to date.
- If you upgrade to an eligible pay monthly plan, your new device will be covered by the EE Lifetime Guarantee, but your previous device will no longer be covered.
- If you are an existing customer on an ineligible plan and move to an eligible plan not as part of an upgrade with a new commitment period, this product will not be available.
- If you leave us and then decide to come back this product may no longer be available.
- If you move to a SIM only plan at the end of your current contract, your device will no longer be covered by the EE Lifetime Guarantee.

What is covered

Your EE Lifetime Guarantee only covers the original device supplied to you by EE, or any device EE has agreed to cover

If your device suffers from electrical or mechanical breakdown through normal use during the warranty period we will repair it for free (save for costs relating to transport, removal and/or installation of the product), including all parts and labour. Electrical or mechanical breakdown means the device developing a fault through normal use.

What is not covered

- Any device other than the device you have received directly from EE as part of your original agreement
- Any repairs if your device is damaged as well as faulty
- Wear & Tear (battery not charging correctly after some time), rusting or other deterioration due to normal use or exposure, or where you have failed to follow the manufacturer's instructions
- Any damage to hardware or software, e.g. if the device has been dropped or a virus has infiltrated your device
- Any fault caused by any unauthorised modifications or alterations to the functionality of your device
- Any fault caused by any portable external storage media such as memory cards, USB memory sticks, or other digital recording equipment
- Lost or stolen devices

- Cosmetic damage, such as scratches, dents, corrosion or other cosmetic damage whether external or internal, where the function of the product is unaffected
- Accidental damage, Liquid damage, improper handling
- Pixel spots. Tiny or dark or bright spots that may become visible on a screen
- Consumables such as batteries or storage media
- Servicing, inspecting or cleaning of the product
- Malfunction caused by routine servicing, inspection, maintenance, dismantling or cleaning the device, or if any repairs have been carried out by persons not authorised by EE or the relevant manufacturer
- Any apps, software or data installed on your device such as phone numbers, ringtones, or music
- If any serial number has been removed or defaced
- Costs relating to transport, removal and/or installation of the product
- Use of the product as part of a business, trade or profession

If we repair or replace your device under this warranty, we warrant that repair for the defect concerned, or the replacement device, for the remaining time of the EE Lifetime Guarantee.

In the event that we (in our reasonable opinion) deem that the device is beyond repair, or if for any reason we can't repair it, we will instead offer you a replacement device from refurbished stock. If we are not able to provide an exact replacement, we will provide a suitable alternative (of the same or higher value).

What if there is a fault and damage?

The warranty does not cover any repairs if your device is damaged as well as faulty. You may be able to pay to have any damage repaired or make a claim under any insurance you may have that covers the damage.

How to arrange a repair under the Warranty

We'll let you know your options if you bring your device into a store. Alternatively, call 150 from an EE phone or 07953 966 250 from any other phone. If you bring your faulty device into an EE store. The agent will send the device off to be assessed and repaired if appropriate. If the fault is covered by the Warranty we will either fix it or if we can't, we will arrange for a replacement to be sent to you (this will be a fully refurbished device). The repaired or replacement device will be sent to you within 14 days.

We will contact you if the EE Lifetime Guarantee doesn't cover the repair needed. Before sending your device in for repair please make your own backup copy of anything stored on it, remove all personal information, disable all security passwords, and Apple Find My iPhone (or equivalent) functionalities. The contents of the storage media may be erased, replaced and /or reformatted while the repair is being done. The cost of installing or re-purchasing any content such as data, music, photos, apps or software is not covered.