

Reward Cards – Terms and Conditions

1. The Reward Card offer is only applicable to selected new EE Broadband and EE Mobile pay monthly customers with device credit agreement. Not available to EE Mobile customers with pay monthly handset inclusive plans, SIM only or Pay as you go plans. The Reward Card is only available via the link in the offer. Once redeemed, the Reward Card will no longer be valid.
2. You must share your email with Giftcloud during the purchase journey and consent to them emailing you. You must ensure you add [no-reply@giftcloud.com](mailto:reply@giftcloud.com) to your email address book to ensure the Reward Card is not sent to spam.
3. This offer is not available for purchases made via the telephone, in-store or web chat.
4. Offer available for new customers only. Upgrading customers are not eligible for this Reward Card offer.
5. For mobile customers, the Reward Card value will be based on the value of their airtime tariff only, not including the device credit agreement. For broadband customers, the value is based on their base broadband price, not including any add-ons.
6. Your Reward card will arrive within 140 days from the date you activate your broadband or mobile plan. We strongly recommend letting this period pass before querying the status of your Reward Card.
7. Once verified, details of how to claim the Reward Card will be sent to the email address you have provided. You will then have 90 days to claim this voucher.
8. The Reward Card will only be paid once your contract has been successfully connected to your EE ID, and the first bill has been paid. Customers who cancel their order before activation will not be eligible.
9. If you have any questions or have not received your Reward Card 140 days after your purchase date, contact Giftcloud via email on hello@giftcloud.com and include your 15-character order token (from your confirmation email), your EE Mobile or Broadband order number, and proof of your first EE Broadband or Mobile bill. It is advised that you do not contact EE directly regarding this voucher, unless you have a question regarding installation or queries regarding the operational use of your package.
10. Plans purchased through our partners and other affiliate sites will not qualify.
11. The transaction should be completed in one session to ensure the sale is tracked correctly. If before completing your transaction you click through to EE from another affiliate site or navigate away from the EE site, the sale may not track correctly, and you will not qualify for the reward.

12. If you use adblocking software, a VPN, or have cookies disabled on your device, the sale may not track correctly, and you will not qualify for the reward.
13. This promotion cannot be combined with any other voucher, offer, discount or promotion code. It cannot be redeemed for cash, transferred or exchanged. If this is used alongside another offer or discount, you will not be eligible for the offer.
14. Only one Reward Card will be delivered per customer. You may not claim a Reward Card if you are not the bill payer.
15. EE holds the right to withdraw this offer if we believe that the terms of the offer are being contravened in any way.
16. EE holds the right to ask for the web order reference that is sent via email after purchase to verify the sale – typically starting BTC, XKO or VOL.
17. This offer may be withdrawn or amended at any time.
18. Please check the redemption instructions and terms and conditions of your chosen reward.
19. Rewards should be treated like cash and kept securely. They cannot be replaced if lost or stolen. EE cannot be not responsible if a reward is lost, stolen, destroyed, or used without permission.
20. For any questions regarding your service or activation date please visit EE customer care via <https://ee.co.uk/help/contact-ee> or call 150 from an EE phone or 0330 123 1105 from any other phone.