



Early Phone Swap

11 August 2026

Early Phone Swap: 12 months or less remaining on your device credit agreement

Key Features

- Send your old working phone to us within 14 days of your new phone being dispatched. We'll settle your existing device credit agreement.
- Enter into a new device credit agreement on your new phone.

If you don't return your old phone, you'll need to pay for both your old and new device credit agreements.

Availability and eligibility - who can use Early Phone Swap?

You are eligible for Early Phone Swap only if all of the following apply:

1. you bought your phone from EE on a device credit agreement with an airtime plan;
2. you have 12 months or less left on your current device credit agreement (but not in the final month); and
3. your account is not in arrears.

To be eligible, you must return your old phone and upgrade to a new phone (by entering into a new device credit agreement) with an airtime plan.

By returning your old phone, you agree to sell it to our partner Likewize (Likewize Services UK Limited, Company Number 08401611). EE Limited acts as an agent in this sale.

For more information about your arrangement with Likewize, see 'Other important information' section.

Returning your old phone

You have 14 days to return your old phone, starting from when your new phone is dispatched.

Likewize will send a prepaid postage pack (with a prepaid label and box) for you to return your old phone.

Your old phone must be securely packaged and all account locks removed (like Find My Phone, Activation Lock or Factory Reset Protection). Please do not send chargers, cables or phone accessories - if you do send them, we can't return them.

If Likewize does not receive your old phone within 14 days, you will not be eligible for Early Phone Swap, and we will not settle your existing device credit agreement. You will then need to continue paying both your old and new device credit agreements.

Please make sure you keep your proof of postage and tracking number and attach the prepaid postage label to the package containing your old phone. If your phone is lost or damaged in transit, the label will allow us to investigate and work with you to resolve the issue. Likewize is not responsible for phones lost or damaged in transit.

What condition does your old phone need to be in?

Your old phone must:

- be the phone you bought from EE on your existing device credit agreement;
- be in the condition you told us when you ordered;
- match the details you gave us when you ordered;
- turn on and work properly;
- have security features like 'Find My Phone' turned off; and
- not be reported as lost, blocked, or stolen.

If your old phone does not meet these requirements, Likewize may reject it and your swap will not proceed. You will then need to continue paying both your old and new device credit agreements.

If Likewize rejects your old phone, you will have to contact Likewize to organise a return.

How payment works

You must continue making payments on your old device credit agreement until your old phone has been received and accepted. This means you may temporarily need to pay both device credit agreements at the same time.

Once Likewize has received, assessed and accepted your old phone, you authorise us to settle the remaining balance on your old device credit agreement, and we will process this within 10 working days.

Once your old device credit agreement is settled, if the value assigned to the phone you returned is higher than the remaining balance on your old device credit agreement, the difference will be paid into your bank account.

If your old phone is rejected or you decide not to complete the Early Phone Swap (e.g. you want to keep your old phone), you will continue to pay for both your old and new device credit agreements.

Your data and security

Before returning your old phone, you must back up your data and delete all personal content from the phone. We can't recover data from your old phone, so please back up anything important before you send it.

You must remove all account locks, including Find My Phone, Activation Lock and Factory Reset Protection before sending your phone.

Other important information

Likewise operate the purchase programme. The terms for selling your device can be found here <https://ee.co.uk/help/terms-and-conditions/mobile/trade-in>.

For information about how Likewise will use your personal data please visit www.likewise.com/privacy

We may change these terms or withdraw Early Phone Swap at any time, but if you've already started your swap (by returning your phone or receiving your new one), we won't cancel it.

Sometimes things go wrong and you may want to get in touch with us or raise a complaint. If you wish to make a complaint, visit <https://ee.co.uk/help/contact-ee/complaint>

Early Phone Swap - Trade In: More than 12 months remaining on your device credit agreement

Key Features

- Trade-in your old working phone to us within 14 days of your new phone being dispatched. We will reduce the balance of your old device credit agreement with the value of your old phone.
- Enter into a new device credit agreement on your new phone.

If you don't return your old phone, you'll need to pay for both your old and new device credit agreements.

Availability and eligibility

You are eligible for Early Phone Swap – Trade In only if all of the following apply:

1. you bought your phone from EE on a device credit agreement with an airtime plan;
2. you are at least 15 days into your device credit agreement but have more than 12 months left; and
3. your account is not in arrears .

To be eligible, you must return your old phone and upgrade to a new phone (by entering into a new device credit agreement) with an airtime plan.

By returning your old phone, you agree to sell it to our partner Likewize (Likewize Services UK Limited, Company Number 08401611). EE Limited acts as an agent in this sale.

For more information about your arrangement with Likewize, see 'Other important information' section.

Returning your old phone

You have 14 days to return your old phone, starting from when your new phone is dispatched.

Likewize will send a prepaid postage pack (with prepaid label and box) for you to return your old phone.

Your old phone must be securely packaged and all account locks removed (like Find My Phone, Activation Lock or Factory Reset Protection). Do not send chargers, cables or phone accessories - if you do send them, we cannot return them.

If Likewize does not receive your old phone within 14 days, you will not be eligible for Early Phone Swap – Trade In and we will not reduce your existing device credit

agreement by the Trade-in value. You'll need to pay for both your old and new Device Credit Agreements.

Please make sure you keep your proof of postage and tracking number and attach the prepaid postage label to the package containing your old phone. If your phone is lost or damaged in transit, the label will allow us to investigate and work with you to resolve the issue. Likewize is not responsible for phones lost or damaged in transit.

What condition does your old phone need to be in?

Your old phone must:

- be the phone you bought from EE on your existing device credit agreement;
- be in the condition you told us when you ordered;
- match the details you gave us when you ordered;
- turn on and work properly;
- have security features like 'Find My Phone' turned off; and
- not be reported as lost, blocked, or stolen.

If your old phone does not meet these requirements, Likewize may reject it and your swap will not proceed. You'll then need to pay for both your old and new Device Credit Agreements.

If Likewize rejects your old phone, you will have to contact Likewize to organise a return.

How payment works

You must continue making payments on your old device credit agreement until your old phone has been received and accepted. This means you may temporarily need to pay both device credit agreements at the same time.

Once Likewize has received, assessed and accepted your old phone, you authorise us to reduce your old device credit agreement balance by the agreed Trade In value, which we will process within 10 working days.

Your old device credit agreement may not be cleared completely unless the Trade-in value exactly matches what you have left to pay.

If any balance remains after we apply the Trade-in value, we'll divide the remaining balance equally across the remaining monthly payments on your old device credit agreement. For example, if you have 10 months left and £80 remaining, you'll pay £8 a month until it's cleared. You may repay the remaining balance in full at any time.

If the value we assign to the phone you've returned is higher than the remaining balance on your device credit agreement, the difference will be paid into your bank account.

If your old phone is rejected or you decide not to complete the Early Phone Swap - Trade-In, you will continue to pay for both your old and new device credit agreements.

Your data and security

Before returning your old phone, you must back up your data and delete all personal content from the phone. We can't recover data from your old phone, so please back up anything important before you send it.

You must remove all account locks, including 'Find My Phone' or 'Activation Lock', before sending your phone.

Other important information

Likewise operate the purchase programme. The terms for selling your phone can be found here <https://ee.co.uk/help/terms-and-conditions/mobile/trade-in>.

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We may change these terms or withdraw Early Phone Swap – Trade In at any time, but if you've already started your swap (by returning your phone or receiving your new one), we won't cancel it.

Sometimes things go wrong and you may want to get in touch with us or raise a complaint. If you wish to make a complaint, visit <https://ee.co.uk/help/contact-ee/complaint>

If you wish to make a complaint, visit ee.co.uk/help/help-new/complaints.