



EE UPGRADE ANYTIME

TERMS

Version 3

Date 15 January 2025

The EE Upgrade Anytime terms and conditions apply to customers on a Pay Monthly plan with a 24-month term.

Eligibility

To participate in EE Upgrade Anytime, you must:

- be on an eligible Pay Monthly plan (e.g. after day 15)
- upgrade, in a participating EE retail store or by contacting customer services, to an eligible Pay Monthly plan with a new 24-month minimum term. The data allowance must be at least the same as or higher than the data allowance on your current plan.

We won't accept your request for EE Upgrade Anytime if your EE account is not fully up to date and/or you fail standard eligibility checks. Phones are subject to availability at the time you want to upgrade. You understand that if you return your current phone to us, you will not be able to get it back again. We may withdraw this benefit at any time. EE Upgrade Anytime is not available with any Pay Monthly plan with a PERK or a student discount.

Trade-in process

- As part of EE Upgrade Anytime, you may choose to trade in your current device.
- When you've been a customer with us for at least 15 days, we'll waive your price plan's early termination fee if you choose to take part in trade-in.
- We partner with Likewize, our agent, to manage the trade-in process.
- Through Likewize, you'll need to return your current device (which you must have got from us originally or from us as part of a successful insurance claim) within 14 days of receiving the returns bag in the condition you specified at the trade-in date.
- Before trading in your device, you'll need to: remove the SIM card, disable any location finder software on the device, remove any security features (e.g. PIN code, fingerprint access), remove all personal content and make back-up copies where appropriate. EE is not responsible for any content you lose as a result of the upgrade.
- If your current device is not returned to us, we may apply an early upgrade fee (described below).
- If there are missing, damaged, or cracked parts (e.g. a stylus for touch screen phones should be included if the phone was originally supplied with one) that were not specified at the trade-in date, you may receive a revised quotation for your device that includes a damage fee (described below).
- See the trade-in terms and conditions at ee.co.uk/help/terms-and-conditions/mobile/trade-in for more information.
- If you have any queries about this process, please contact EE in the first instance.

Costs and fees

Upfront device cost

An upfront cost may be applicable for your new handset, costs may vary.

Early upgrade fee

Depending on when you upgrade, an early upgrade fee may be applicable as outlined at ee.co.uk/upgradeanytime. The early upgrade fee may vary if you trade-in your current device as part of EE Upgrade Anytime. If you trade-in your current device, you'll be ineligible for any other recycle and reward scheme that would otherwise be available to you.

If you don't return your current device (within 14 days of receiving the trade-in returns bag), an early upgrade fee will be added to your EE bill.

Damage fee

We will tell you how much damage fees are before trade in, fees may vary. The damage fee is applicable where your device is in a condition specified below:

- does not power up;
- is not free from PIN locks;
- cannot make and receive calls or send texts;
- does not have fully operative features (such as Bluetooth or a camera);
- does not have fully operative control buttons (including the keypad);
- does not have an IMEI label or has a damaged or defaced IMEI label;
- does not have a display that is clear or fully intact;
- has fading and/or missing pixels, cracks or bleeding on the screen;
- screens aren't free from major scratching;
- is not free from water damage or ingress (signs of water damage as signified by the manufacturer's water damage indicators);
- has Find My iPhone or any theft/loss protection apps enabled including if it has been Activation Locked via an iCloud account (all devices running iOS7 or older are Activation Locked automatically and the device must be removed from an iCloud account. If you haven't removed it from your iCloud account or disabled Find My iPhone before sending in, we will not return the phone to you for you to unlock subsequently);
- has been repaired by a third party not authorised by EE or the manufacturer.

If you are in any doubt, you are advised to contact us before arranging EE Upgrade Anytime or any trade-in of your current device.