

## **Our services and guarantees**

### **all the back-up you need for a better mobile life**

#### **Price Match Guarantee**

**The OneStopPhoneShop Price Match Guarantee signifies that we won't be beaten on price and applies only to mobile phone handsets sold with a network connection (which excludes Smart Phones).**

If you are able to buy the same mobile phone deal on the same network operator's price plan and minimum contract term at a cheaper price than that offered by us from another UK based online retailer or telephone retailer (which excludes network operators) which are not part of the Carphone Warehouse Group then, subject to the conditions below, we may match the cheaper price. This is what we call our Price Match Guarantee.

Our Price Match Guarantee is subject to the following conditions:

- the mobile phone that you could purchase at the cheaper price must be brand new, boxed and of the same make & model as that offered by us;
- the mobile phone that you could purchase at the cheaper price must be readily available and in stock both at OneStopPhoneShop and at the place where you could purchase it at the cheaper price;
- our Price Match Guarantee only applies to mobile phones sold with a network connection and not to any SIM free (unconnected) phones, Smart Phones, prepay airtime purchases (top ups) or other products or services;
- the compared price is on total price of the deal including handset price, handling and delivery and monthly line rental and after deduction of cashback or similar promotions and must be available to all customers;
- proof of the cheaper price which is acceptable to us is required and will be verified by us; and
- all Price Match Guarantees are at our sole discretion. We reserve the right to withdraw the offer or change the terms and conditions at any time.