



Terms and Conditions - Pre-Pay Mobile and Fixed Internet Services

Thank you for choosing Relish. Here are all the boring legal bits that We have to tell You about. Dull? Perhaps. Necessary? Yes. The terms and conditions tell You what We are supplying, how We do that, and what We ask You to do when using the Service. Whilst We would like You to read every word now, We also understand that You might prefer to sit down and read them when You have some more time, so We have also provided a handy summary. If You decide to sign up without reading every word of this document, that's up to You. Even if You decide not to read one word, by accepting Service from Us, You are telling Us that You also agree to these terms.

The summary below provides a general overview of some of the key terms contained in the Agreement. They are not a substitute for what the Agreement says, and if there is a clash between the Agreement and the summary, then what the Agreement says is right. On another legal point, if words start with a capital letter, it means that they are defined in the Agreement. Have a read and We hope everything is clear, but if not, do contact Us with questions and concerns.

If You would like Us to send You the terms and conditions in large print, on disk, or in braille, please call Our customer services team on 0330 686 8000 or You can place a request on Our website www.relish.net.

KEY TERMS SUMMARY

1. The Service

We are providing You with the ability to access the Internet from any of Your devices using the Equipment that We provide to You.

2. Fourteen Day Money Back Guarantee

If You call Us within 14 days from the date that You received Your Equipment, You may cancel Your Agreement with Us and We shall give You Your money back. You will need to send the Equipment back to Us (undamaged and in its original packaging including any supplied SIM Cards, leads or accessories), following Our instructions within 30 days of cancellation. If You do not return the Equipment within 30 days or if the Equipment is damaged then You may not get Your money back. (See clause 14 of the Agreement).

3. Equipment Warranty

We will provide a 12-month warranty on the Equipment, which will start on the date that You receive the Equipment. (See clause 10 of the Agreement)

4. Changing the Service, Terms and Tariffs

We may change the Services, the terms and conditions or the Tariffs of a Service at any time. If the change is unfavourable to You then We will give You one month's notice before the change takes effect. (See clause 8 of the Agreement).

5. Unused Data and how to buy more - When You first sign up for the Service, You will buy a Starter Pack of Data. That Data will last for 60 days from the date that You first start using the Service. Additional Data that You buy will last 30 days from the date of purchase. Once the relevant period has expired You cannot claim back any unused Data however if You buy a Data Boost before the expiry of Your previous purchase, then You will keep any unused Data and the expiry date will be reset. We will let You know when Your Data, or relevant 30 day period, is about to expire or run out; You can buy more Data by calling 0330 686 8000 or via Your Account.

6. Breaking this Agreement.

We don't like it when it happens, but there are instances where, because of something You do or do not do, We can suspend or disconnect You from the Service and/or end this Agreement. (See clause 14 of the Agreement).

7. Lost or Stolen Equipment.

If You have a bad day, and any of Your Equipment is lost or stolen give Us a call immediately on 0330 686 8000 because until You tell Us, You are responsible for any activity on Your Account. Once You do let Us know, any unused Data at the time You tell Us will remain as a credit on Your Account. (See clause 12 of the Agreement).

8. **Our Liability to You.** There are certain circumstances in which Our liability to You is limited or excluded. (See clause 17 of the Agreement).

THE AGREEMENT

This is the bit that We recommend You read in full, even though We know most people think legal terms are a bit boring, they are important. We do of course hope that once You have read these terms and conditions You will never have to look at them again. We know that some of the language is a bit more formal than We would normally like, but it is important that We get it right for You and Us.

Terms and Conditions for Pre-Pay Mobile

This Agreement is between UK Broadband Limited (trading as Relish), whose principal place of business is at 5th Floor, 236 Gray's Inn Road, London WC1X 8HB and You.

1. DEFINITIONS

Account - the Account which You can access on-line in which We record Your Data credits and/or use and applicable Tariffs for Your Service and where You can manage Your Service.

Additional Services - any additional services that We may make available to You from time to time.

Age Restricted Services - any Services which You need to be over a certain age to use.

Agreement - includes these terms and conditions, the Equipment Warranty, the Tariffs and Your Order Confirmation.

Cancellation Period - the period in which You have the right to cancel this contract, which expires 14 days from the day on which Your Equipment is delivered.

Data - information on the Internet or otherwise that You will have the ability to access when using the Equipment.

Data Boost - Your request for additional Data placed via Your Account (excluding international Roaming).

Equipment - Your pocket hub or indoor hub, the SIM Card or other equipment used to access the Service.

Equipment Warranty - the warranty that We give You for the Equipment set out in clause 10.

Group Companies - a subsidiary or holding company of a party and any subsidiary of any holding company and the meaning of subsidiary and holding company are taken from the Companies Act 2006.

Network - the electronic communications systems We use to provide the Service including Our network and the electronic communications systems of Our Third Party Network Providers.

Order Confirmation - the communication You receive confirming the details of the Service You have ordered from Us.

Roaming - the extension of connectivity to the Service in locations beyond the geographical coverage area of Our Network.

Service - the service ordered by You including the Equipment and access to the Internet via the Network, together with Additional Services that We may make available to You from time to time.

SIM Card - the SIM Card and USIM card(s) provided with Your Equipment.

Tariff - also referred to as "Plan" - the charges that apply to the Service from time to time and available on Our Website.

Third Party Network Provider - any third party operating a communications system used in the provision of the Service to You that We have entered into an agreement with.

We, Our or Us - UK Broadband Limited trading as Relish with Our main office at 7 High Street, Ealing, London, W5 5DB.

Website - www.relish.net.

You or Your - You, the customer and/or any person that You purchased the Service for.

2. AGREEMENT

- 2.1 When You request a Service from Us We will notify You about this Agreement. When We accept Your request for Service You are asked to read and accept these terms and conditions. By placing an order with Us, You are telling Us that You are happy with this Agreement and the Agreement will start the moment that We accept Your request for Service

2.2 Whilst using the Service, You agree to keep to this Agreement at all times and to follow all instructions on using the Service that We give You.

3. WHAT WE WILL PROVIDE TO YOU

3.1 We will open an Account for You and will also provide You with the Equipment required to use the Service, which will be covered by the Equipment Warranty.

3.2 When You get the Equipment, ownership and risk in the Equipment will pass to You.

3.3 Equipment should be used and stored in line with this Agreement and any other instructions that We give to You. Unless the Equipment Warranty covers the fault in the Equipment, We may charge You for any replacement.

3.4 The SIM Card and any software in it do not belong to You. We are licensing it to You to use the Service. We may change Your SIM Card at any time or tell You to return it at the end of this Agreement. If You need a replacement SIM Card then We may charge You the most current Tariff.

4. SERVICES AND COVERAGE

4.1 We will let You know when You are connected and have access to the Services. We cannot connect You until 14 days after the day Your Equipment is delivered (the 'Cancellation Period'), unless You expressly request Us to do so. If You do make such a request, the Service will start on the day that You activate the Equipment. This will not affect Your right to cancel under Our 14 day money back guarantee.

4.2 We aim to provide You with the Services at all times however due to the nature of mobile technology it is impossible to guarantee a fault free Service, so the Service is provided on an 'as-is' basis.

4.3 We will try to give You access to data networks in other countries. Overseas networks may be limited in quality and coverage though, as We rely on the arrangements that We have in place with any foreign operators. For more information about Network coverage please visit Our Website.

4.4 We may:

(a) change or withdraw some or part of the Services from time to time. This may be because of changing technologies obsolescence, new or different product features, changing content providers or the need to remove, replace or modify content. As explained in clause 8, You can end this Agreement if this change is likely to be unfavourable to You;

(b) determine at any time how Service is presented and delivered to the Equipment or is otherwise made available to You.

4.5 Roaming will not apply when We are supplying You with an indoor hub.

5. USING THE SERVICE

5.1 It is Your responsibility to ensure that any Equipment is only used to access the Service as allowed in this Agreement.

5.2 Only Equipment that We provide to You may be used with the Service.

5.3 You will be able to upload and send Your own content using the Service. You grant Us and any Third Party Network Provider a royalty free, perpetual and worldwide licence to store, transmit or otherwise deal with any content You upload using the Service.

5.4 We accept no responsibility for any content, or use of content, that You may access when using the Service.

5.5 You must keep all PINs and passwords secure and confidential. You are also responsible for the security of Your Equipment and must ensure that You keep it secure (please refer to Your user guide for details).

5.6 You should immediately change Your PIN or password if You become aware that someone is accessing the Service on Your Account without Your permission.

6. YOUR OBLIGATIONS

6.1 You may only use the Service for Your own personal use as a consumer. This means You must not resell or commercially exploit any of the Service or content that You access whilst using the Services.

6.2 You agree to follow any reasonable instructions that We may give You, and to allow Us access to Your premises if We need it.

6.3 You must not use the Service or the Equipment or allow anyone else to use the Service or Equipment for illegal, improper or unacceptable uses. For example:

(a) for fraudulent, criminal or other illegal activity;

- (b) in any way which breaches Our or any other person's rights, including copyright or other intellectual property rights;
 - (c) to copy, store, modify, publish or distribute the Service or content, except where We give You permission;
 - (d) in any way which breaches any security or other safeguards or in any other way which harms or interferes with the Network, the Services or other users' access to or use of the Service;
 - (e) to falsify or delete any author attributions, legal or other proper notices or proprietary designation or label of the origin or source of software or other content contained in a file that You upload; and
 - (f) in a manner that We believe is jeopardising the operation of Our Network.
- 6.4 You must always co-operate with Us and follow Our reasonable instructions to ensure the proper use and security of the Services and Your Account. You must only use the Equipment authorised by Us for connection to Our Network and comply with all relevant legislation relating to its use.
- 6.5 We may publish an acceptable use policy, which provides more detail about the rules for use of the Service in order to combat fraud, excessive use and where Additional Services are provided, We may introduce/require certain rules to ensure that they can be enjoyed by Our customers. If We publish and/or amend such a policy We will let You know.
- 6.6 **Responsible Use of Age Restricted Services**
If You are under 18, You are not allowed to access Our Age Restricted Services (if any). If You are 18 or over and You access the Age Restricted Services, You must not show or send content from the Age Restricted Services to anyone under the Age of 18. You must also ensure that You have deactivated any access to Age Restricted Services if You allow anyone under 18 to use Your Equipment, this can be done via Our parental control feature in Your Account or by calling Our customer service team on 0330 686 8000.
- 6.7 **Responsible Use of the Service outside the UK**
If You use the Service from a country outside the UK, Your use of the Service may be subject to the laws and regulations that apply in that other country. We are not liable for Your failure to comply with those laws and regulations.

7. PAYMENT

- 7.1 When You first set up Your Account We will let You know Our Tariffs, and You will buy the Equipment and a specified amount of Data ("Starter Pack") at those Tariffs. The Data bought as part of Your Starter Pack will end 60 days after You first start using the Service.
- 7.2 You can add Data to Your Service at any time by buying Data Boosts via Your Account. Data Boosts bought will expire 30 days from the moment You buy the Data Boost. Any previous term that was relevant to You will be reset on the date that You buy the Data Boost.
- 7.3 If You do not buy a Data Boost and Your Data expires then You will lose any Data that You had on Your Account.
- 7.4 Each time the Service is used, it reduces the amount of Data that You have bought. Except in the case of an obvious mistake, Our records show how much Data You have bought and how much You have used the Service. You can see how much Data You have to use by accessing Your Account.
- 7.5 We will let You know when the Data that You bought is about to expire or run out and You will be able to call Our customer service team or access Your Account to buy more Data.
- 7.6 VAT is charged at the current rates.

8. CHANGES TO TERMS AND PRICING

- 8.1 We may change any of the terms of Your Agreement and when We do:
- (a) We will let You know at least 30 days in advance if We decide to;
 - i. stop the Services; or
 - ii. make any changes to Your Agreement, which are likely to be unfavourable to You.
 - (b) We may change the Tariffs from time to time. You will be made aware of the current Tariffs when You buy Your Starter Pack or any Data Boosts
- 8.2 If You don't agree with any of the changes that We tell You about You can just stop using the Service. If We make changes, and You buy Data Boosts and carry on using the Service after the changes are made then You accept those changes at the same time.

9. EQUIPMENT

- 9.1 We will provide You with the Equipment needed to use the Service, this includes all cables You need for the Equipment to work and the Equipment Warranty.
- 9.2 Your Equipment will include a SIM Card in order for it to perform the Service. The SIM Card is Our property and only for use with the Equipment provided to You.
- 9.3 You agree to look after any SIM Card that We send to You. If You do not and the SIM Card is damaged other than through fair wear and tear, You will have to pay for it to be repaired or replaced. If the Equipment includes batteries You are responsible for recharging or replacing them as required.
- 9.4 You may connect any of Your devices in order to use the Service.
- 9.5 You will need to follow the instructions included with the Equipment. If You don't follow these instructions when connecting or using the Service or Equipment, We will not be liable for any damage caused to You and You accept liability for any and all damage, infringement, violation or otherwise caused by You as a result of Your failure to follow the instructions.
- 9.6 It is Our legal duty to provide Equipment that is in conformity with the contract. If Your Equipment does not conform, please contact Us immediately.

10. EQUIPMENT WARRANTY

- 10.1 We warrant that, for the period set out below, the Equipment that We provide to You will be free from defects in materials and workmanship and We will, at Our sole discretion, either repair or replace any defective Equipment subject to the terms and conditions of this warranty.
- 10.2 The warranty period is 12 months and will commence from the date that You receive the Equipment.
- 10.3 This warranty does not cover damage resulting from:
 - (a) Normal wear and tear of the Equipment;
 - (b) Defects and damages due to the Equipment being used other than in the normal and customary manner or in a way that is contrary to the instructions provided by Us;
 - (c) Any unauthorised disassembly, repair, alteration or modifications being carried out;
 - (d) Defects or damage due to negligence or accident however caused;
 - (e) Defects or damage arising from improper testing, operation, maintenance, installation, or any alteration or modification;
 - (f) Defects or damage due to spillage of food or liquids, corrosion, rust or the use of wrong voltage;
 - (g) Scratches or damage to plastic surfaces and all other externally exposed parts that are due to normal customer use;
 - (h) Defects caused by the fact that the Equipment was used with or connected to a product or accessory not manufactured or supplied by Us;
 - (i) Viruses resulting from unauthorised access to the Service, other accounts, computer systems or networks.
- 10.4 Any Equipment requiring service/repair under this warranty must be delivered at the end user's cost.
- 10.5 This warranty will be null and void should any of the following events occur:
 - (a) The defacing or the removal of the serial number or any warranty seal on the Equipment;
 - (b) The alteration or modification in any way of any term contained in this warranty without Our prior written consent.
- 10.6 All repaired or replaced Equipment will be warranted for the balance of the original warranty period from the date of repair or replacement.
- 10.7 This limited warranty is valid and enforceable only in the United Kingdom.
- 10.8 If the Equipment is returned to Us after the expiration of the warranty period then Our normal policies shall apply and You will be charged for the replacement Equipment.
- 10.9 We do not assume any other obligation or liability beyond that which is expressly provided for in this limited warranty and the Agreement.
- 10.10 All warranty information, Equipment features and specifications are subject to change without notice.
- 10.11 This limited warranty is Your sole and exclusive remedy against Us and Our sole and exclusive liability in respect of defects in the Equipment. To the extent permitted by law, this warranty is in lieu of any and all warranties express or implied including any implied warranty of merchantability or fitness for a particular purpose. We assume no liability for the breach of the warranty beyond correcting the breach in the manner described above. In no event shall We be liable for loss of profits, revenue, data, use, commercial loss, or consequential loss or damages.
- 10.12 In the event that You wish to make a claim under this warranty, You are requested to retain a copy of Your Order Confirmation for presentation to Us.

11. RETURNING EQUIPMENT

- 11.1 You must return any item of Equipment that:
- (a) You are returning because You have notified Us that You wish to cancel the Service under the terms of the 14 day money back guarantee detailed in clause 14; or
 - (b) You report to Us as faulty; or
 - (c) We tell You is faulty or requires replacement for technical reasons;
- 11.2 We may replace such Equipment before You return it to Us, but You must still return the item(s).
- 11.3 We will provide a returns bag so that the item can be returned at no cost to You.
- 11.4 We may test any Equipment reported as faulty by You. If it is found to be working, We may choose to either return or replace it (if We have not already replaced the item) and charge You Our costs for testing and postage of the Equipment.

12. LOST OR STOLEN EQUIPMENT

- 12.1 You will be liable for any Data use which occurs after any of the Equipment is lost or stolen unless You have told Us. When You tell Us, We will stop access to the Service. At the time that We reactivate Your Account You will be credited with any unused credit remaining prior to the termination.

13. NO RIGHT OF RESALE OR TRANSFER

- 13.1 You are not allowed to resell or transfer the Equipment or the Service supplied to You unless You have Our specific written consent.
- 13.2 You may not transfer any credit or Account information to anyone else.
- 13.3 If You sell or attempt to sell any of the Equipment or Service provided to You by Us or if You attempt to transfer any credit or Account information to anyone else without Our consent, We will immediately cancel Your Account and You will not receive any refund for any Data Boost credited to Your Account.

14. SUSPENSION, DISCONNECTION OR CANCELLATION OF SERVICE

- 14.1 If You call Us within 14 days from the date that You received Your Equipment, You may cancel Your Agreement with Us without giving any reason and We shall give You Your money back. You will need to send the Equipment back to Us (undamaged and in its original packaging including any supplied SIM Card, leads or accessories), following Our instructions within 14 days of cancellation. We will provide a pre-paid returns bag so that the Equipment can be returned at no cost to You. If You do not return the Equipment within 14 days or if the Equipment is damaged then We may charge You.
- 14.2 To exercise a right to cancel, You must inform Us (UK Broadband Limited trading as Relish 5th Floor, 236 Gray's Inn Road, London WC1X 8HB; 0330 686 8000) of Your decision to cancel this Agreement by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the model cancellation form that is available from Us, but You are not obliged to. If You are cancelling the Agreement under clause 14.1 above, to meet the cancellation deadline, it is sufficient for You to have called Us and sent Your communication concerning Your exercise of the right to cancel within 14 days of the delivery of Your Equipment even if We receive it after the 14 days has expired.
- 14.3 If You cancel this Agreement under clause 14.1 above, We will reimburse You all payments that We have received from You. We will reimburse You not later than:
- (a) 14 days after the day We receive back Your Equipment, or
 - (b) (if earlier) 14 days after the day You provide evidence that You have returned the Equipment, or
 - (c) If We have not already sent the Equipment, 14 days after the day on which We are informed about Your decision to cancel this Agreement.
- 14.4 We will repay You using the same means of payment that You used for the initial transaction, unless You have expressly agreed otherwise; in any event You will not incur any charges as a result of the repayment.
- 14.5 We may suspend or disconnect any or all of the Services You use without notice if:
- (a) We reasonably believe You have provided Us with false or misleading details about Yourself;
 - (b) We tell You that Your use of Services is causing problems for other users, and You carry on using the Services in the same way;
 - (c) We believe Your Equipment has been lost or stolen;
 - (d) We reasonably believe that You have used the Services or the Equipment for illegal or improper purposes or You are otherwise not complying with Your obligations in clause 6 above;
 - (e) We receive a serious complaint about You which We believe to be genuine (for example if You are using the Services in any of the ways prohibited in clause 6).

- (f) We are required to suspend Your Services by the emergency services or other government or regulatory authority; or
 - (g) We no longer have access to operator network(s) that We need to provide Service to You, or, because We, or a third party, that We rely on to provide Service, cease business.
- 14.6 We may turn off Your Service if it is inactive for an extended period of time - We will let You know before this happens. If We do turn off Your Service We will have no obligation to maintain any of the content in Your Services.
- 14.7 If Your Service is suspended or disconnected, We may agree to re-connect You if You ask Us to do so and there may be a re-connection charge for this.
- 14.8 We will try to tell You when We suspend or restrict Your Service but We do not have to.

15. DISRUPTION OF SERVICE

- 15.1 There may be times when the Services are not continuously available or the quality is affected and so We cannot guarantee a fault free Service. For instance:
- (a) when We or Our Third Party Network Provider need to perform upgrading maintenance or other work on the Network or Services;
 - (b) when You move outside Our Service area while You are using a Service;
 - (c) when You are in areas not covered by Our Network;
 - (d) because of other factors outside of Our control, such as regulatory requirements, lack of capacity, excessive network usage, interruptions to Service from other suppliers, faults in other communications networks, the weather or radio interference caused by hills, tunnels or other physical obstructions.
- 15.2 If Our Third Party Network Provider is experiencing high capacity usage, Your usage, Your access to and/or speed of Service may be affected.

16. INTELLECTUAL PROPERTY

- 16.1 All rights, including copyright in the Services and their content, belong to Us, Our Third Party Network Provider, other third party suppliers, or Our licensed source, like a content provider. We and they reserve all Our and their rights.
- 16.2 The Relish trade mark and other related images, logos and names on the Services are proprietary marks of UK Broadband Limited or one of Our Group Companies or licenced to Us by a third party. We and they reserve all Our and their rights.

17. LIABILITY

- 17.1 We will be liable to You if Our negligence causes death or personal injury.
- 17.2 We will not be liable to You for:
- (a) loss of income or profit
 - (b) loss of use of the Services
 - (c) lost business or missed opportunities; or
 - (d) any loss or damage that is not directly caused by Us or which We did not reasonably expect at the time You entered into this Agreement.
- 17.3 We will not be legally responsible to You if We cannot provide the Services because of something outside Our reasonable control.
- (a) unless Our negligence has caused death or personal injury Our liability to You will not be more than £3000 for each claim or a series of related claims.
 - (b) if You are a consumer, the terms of this Agreement will not affect any rights which You may have under any law and which We cannot exclude by agreeing it with You.

18. PRIVACY AND YOUR INFORMATION

- 18.1 We may pass and share Your personal information to Our Third Party Network Provider, other communications service providers and network operators or credit reference agencies amongst others, for the detection and prevention of theft or fraud, and to carry out any activities or disclosures to comply with any regulatory, government or legal requirement.
- 18.2 We may transfer Your information to a country outside the European Economic Area ("EEA"). If We do this, We will ensure that Your personal information is protected to the same standards that apply in the UK and the EEA.

18.3 Unless You have told Us otherwise, You and anyone whom You have bought the Equipment for agree that We, Our Group Companies and Our carefully selected business partners can use information about You including information about Your use of Our Network and Service and related products. We and such parties may also use the location of the Equipment that You are using with the Network to tell You about Our products and Additional Services and third party offers that may be of interest to You and for research and analytical purposes. You can ask Us to stop sending You direct marketing at any time by contacting Our customer services team on 0330 686 8000 or by going to Your Account.

19. THIRD PARTY RIGHTS

19.1 This Agreement is entered into by Us for the benefit of Us and Our Third Party Network Provider

19.2 For the purposes of the Contracts (Rights of Third Parties) Act 1999 it is intended that Our Third Party Network Provider will have the same rights against You as would be available if they were a party to this Agreement.

20. GENERAL

20.1 We hope You'll be very happy with Your Relish Service, but if You do have a complaint You can write to Us at: Customer Care, Relish, 5th Floor, 236 Gray's Inn Road, London WC1X 8HB. If You are a consumer or a business with fewer than ten employees and have a complaint that We have been unable to resolve within eight weeks, You have the right to ask the ombudsman (OS:C) (an alternative dispute resolution scheme) to investigate Your complaint at no cost. For details of Our complaints process and how to contact (OS:C) please go to [relish.net/complaints](https://www.ombudsman-services.org/communications.html) or You can call (OS:C) 0333 300 1620 or 0330 440 1614 or via their website <https://www.ombudsman-services.org/communications.html> please go to [relish.net/complaints](https://www.ombudsman-services.org/communications.html) or You can call .

20.2 This Agreement is governed by English law and subject to clause 20.1 above We both agree to only bring legal actions about this Agreement in a UK court.

20.3 If You, or We or Our Third Party Network Provider, delay, or do not take any action to enforce Our respective rights under this Agreement, this does not stop You, or Us or them, from taking action later.

20.4 If any of the terms in this Agreement are not legally valid or legally enforceable, the other terms will not be affected. We may replace any item that is not legally effective with a similar term that is.

20.5 We may assign or transfer Our rights and obligations under this Agreement, provided that Your rights are not affected.

Right, for now, that is it ... the legal bit is done. Thanks for reading and if You have any questions then please let Us know. We look forward to supplying You with Our Service.