



# toob promotional terms

These terms are for anyone ordering toob's home broadband service with a valid promotional code or whilst toob is running a promotional offer in respect of our home broadband service.

Anyone who orders using a promotional code or whilst toob is running a promotional offer in respect of our home broadband service will be deemed to have read and accepted these terms and will be bound by them.

These terms are in addition to the standard home broadband terms and conditions ([toob.co.uk/legal](http://toob.co.uk/legal)).

## 1. Eligibility:

- Promotions are only valid with certain packages, as stated at the point of order, and/or when the promotional code is issued.
- Promotional codes are only valid when used before their expiry date, as stated when the promotional code is issued.
- To receive the benefit of any promotion, the promotional code must be applied at the point of order, either online or over the phone.
- Any promotion is only valid at properties where toob's broadband service is available, according to our online availability checker.
- Any promotion cannot be used in conjunction with any other promotions, offers or schemes unless otherwise stated.
- You must be a new customer to receive any promotion.

## 2. Receiving the benefit:

- Any promotional benefits will be communicated when the promotion is made and confirmed when the promotional code is applied.
- Any discount to installation cost associated with the promotion is applied to the first bill, generated within 24 hours of the service being installed.
- Any promotional benefit provided for redemption in addition to the service will be provided within 30 days after the cooling off period and will need to be redeemed within the period and by the method stated for the promotion.
- Additional terms may apply to some promotions which will be provided as part of the promotion.
- There is no cash alternative to any promotional benefit.

## 3. Other terms:

- toob is not responsible for any failure by the entrant to apply the promotion at the point of order.



- No cash alternative will be offered. toob reserves the right to substitute a promotional benefit of equivalent or greater value if this is necessary for reasons beyond our control.
- toob reserves the right to amend or withdraw the promotion at any time. This will not affect any pending order which has a promotion applied.
- These promotional terms are governed by the laws of England and Wales.