



toob refer-a-neighbour terms

These terms are for toob's refer-a-neighbour reward scheme. This scheme is for customers of toob Limited, having its registered office at Building 4000, Lakeside, North Harbour, Portsmouth, PO6 3EN. These terms do not apply to toob employees.

Anyone participating in the refer-a-neighbour scheme will be deemed to have read these terms and will be bound by them.

These terms are in addition to the standard home broadband terms and conditions. In the event of any conflict between these and the standard term, the standard terms will prevail.

The Referrer must always check the Neighbour is happy to hear about this offer before making the Referral.

The Reward

- For every eligible Referral, the Neighbour and the Referrer will both receive a £25 Amazon.co.uk Gift Card.
- Once the Referral has passed the eligibility criteria, the Neighbour and the Referrer will both receive their Reward via the email associated with their toob accounts within 30 days.
- The Reward is non-transferable, non-exchangeable and has no cash alternative.
- Third party terms and conditions apply to the £25 Amazon.co.uk Gift Card. For more information and to view these terms, please visit [:https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=200272910](https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=200272910)

Eligibility

To be eligible for the reward, the Referral must meet the following criteria:

- A Referral is where a Neighbour successfully places an order which is accepted and confirmed by toob and then reports the order as a Referral.
- The Neighbour must report the Referral using the webform found on our website at www.toob.co.uk/refer after they have placed their order and within 5 days of ordering.
- The Neighbour must be:
 - a friend or neighbour who knows and is recommended toob's service by a Referrer and subsequently places an order.
 - a new customer who does not currently have and has not previously ordered toob's broadband service.
- The Referrer must be:



- a toob customer with an active service or pending order at the point of referral.
- A Referred order must be for toob's 18-month home broadband service.
- A Referred order cannot be used in conjunction with any other promotion or scheme unless otherwise stated.
- If the Referred order is placed without the use of a promotional code, then subject to compliance with the applicable terms the Neighbour will receive the promotional offer only and the referee will receive the £25 Amazon.co.uk Gift Card for that eligible Referral.
- A Neighbour can only be referred by one Referrer, if multiple referrals are submitted, toob will only accept the first valid referral.
- A Neighbour cannot be referred by themselves or another member of their household.
- The Neighbour must have their service installed and pass the 14 day cooling off period.

Reporting the Referral

- When reporting the Referral, the Neighbour must provide the following information:
 - Their order number
 - The email address of the Referrer
- The email address provided for the Referrer must match the email address on the Referrer's toob account.
- The Neighbour must have the Referrer's permission to provide the Referrer's email address when reporting the Referral.
- It is the responsibility of the Neighbour to ensure that the information provided when reporting the Referral is correct and accurate.
- If the Referral contains invalid details, toob may not be able to contact the Neighbour or the Referrer.

Other terms

- toob reserves the right to suspend, change or cancel this scheme and these terms without any prior notice.
- We may withhold rewards if we reasonably suspect fraudulent activity. All decisions made by toob are final.
- toob accepts no liability for failure to fulfil a Referral if incorrect data is provided.
- Users' personal data will be collected, stored and processed for the purposes of administering this scheme and in accordance with toob's privacy policy which can be found at www.toob.co.uk/privacy.