

Standard MRC Trade-In Terms

You have agreed to trade in your device and return it. You will receive a monthly credit as set out in the table below.

| Minimum Term | Length of monthly credit | Removal of monthly credit |
|--------------|----------------------------------|---|
| 24 months | 24 months | The monthly credit will be removed at the end of month 24 |
| 30 months | 24 months | The monthly credit will be removed at the end of month 24 |
| 36 months | 24 or 36 months as chosen by you | The monthly credit will be removed at either the end of month 24 or 36 depending on the length of monthly credit you have agreed to |

The Trade-In scheme is operated and administered by Likewize Services UK Limited a company incorporated and registered in England and Wales with registered number 08401611 whose registered office is at Unit 2, Crewe Logistics Park, Jack Mills Way, Shavington, Crewe, Cheshire, United Kingdom, CW2 5XF (“Likewize”).

Your trade-in device must be returned by you to Likewize within 14 days from receipt of your new device or equipment using the returns pack we will send you. Please do not return it to EE or an EE Store. If you don't return the trade-in device within 14 days, you will no longer qualify for the monthly credit, and this will be removed from your account.

Eligible trade-in devices must be in reasonable condition based on fair wear and tear. Faults in device condition must be accurately described, any damage to the trade in device screen, cameras, casing, buttons and any power issues must be clearly described at point of trade-in. If the trade-in device received is different to the agreed trade-in device or is not in the condition expected, EE reserves the right to remove or amend the monthly credit. Your trade-in device will not be able to be returned to you. Trade in device eligibility will be checked at point of purchase.

Before returning the trade-in device, you should make sure that you're happy with the new device/equipment first as you will not be able to get your trade-in device returned. If you cancel your new plan and/or return your new device, it is unlikely that you will be able to retrieve your old device. We reserve the right to ask for proof of ownership. You should make sure you follow all instructions related to the trade in as EE and Likewize will not accept liability for loss of any data or other information contained on the trade-in device and you agree it is not recoverable. 'Find My iPhone' must be removed prior to returning the device. Failure to do so may result in removal of the monthly credit.

When returning your device, you'll need to do this via the Post Office and it's important that you retain proof of purchase. Please only send your device back in the returns package provided. If you need replacement returns packaging, please contact Likewize Services directly. The details on how to contact them will be sent to you via email/SMS.

EE and Likewize do not accept any responsibility for any device being lost in transit. We strongly recommend that you use the insured option when returning your device.

If your contract is terminated, the remaining monthly credit will be deducted from your Early Termination Charge. Standard MRC trade in is not available as part of an Anytime Upgrade process. If you upgrade your device during your contract, the monthly credit will roll onto your new business contract for the remainder of your original length of monthly credit from when the first monthly credit was applied.

Likewise Trade In terms apply and Trade-In is conditional upon your acceptance of such terms which are available at www.ee.co.uk/business/terms (see section under Small Business terms) and as may be updated by Likewise.

Enhanced MRC Trade-In Terms

The Enhanced MRC Trade-In offers detailed in the table below are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability.

Except as expressly amended or supplemented below, Standard MRC Trade-In terms also apply to Enhanced MRC Trade-In.

If you subsequently upgrade within your Minimum Term (including Upgrade Anytime) you will no longer be entitled to any monthly credit from Enhanced MRC Trade-In.

Anytime Upgrade customers are not eligible for an Enhanced MRC Trade-In, unless the early upgrade fee is paid.

Enhanced MRC Trade-Ins cannot be used in conjunction with any other offer or discount.

| Samsung Enhanced MRC Trade-In | | |
|-------------------------------|--|--|
| Start | | 10/07/2024 |
| End | | 30/09/2024 |
| Offer | Eligible device(s) to be traded in | Not all devices are eligible. Trade-In device eligibility will be checked at point of purchase of your new plan. |
| | Eligible device(s) Enhanced MRC Trade-In is redeemable against | Samsung Flip 6 Samsung Fold 6 |
| | Enhanced MRC | £7.50 (excluding VAT) monthly credit for a 24-month contract £5.00 (excluding VAT) monthly credit for a 36-month contract |
| Other | | Unless stated above, applies to all memory and colour variants. |
| | | Duration of MRC depends on your Minimum Term – see Standard MRC Trade-In terms. |