



# toob broadband: refer a friend terms and conditions

If you participate in our refer a friend programme, these T&Cs will apply.

## referrers

- any UK resident aged over 18 can make referrals. there is no limit to the number of referrals you can make, as long as you follow these T&Cs
- you will receive one £25 voucher for each successful referral you make under the refer a friend programme. a referral will be successful where:
  - you refer someone in accordance with these T&Cs and the registration and referral process set out [here](#);
  - that person has not previously been a toob customer; and
  - we confirm that the person you referred has successfully registered for refer a friend, placed a valid order for a qualifying toob product and their service has been live for more than 14 days.
- you may not refer yourself or anyone in your household
- if you are a toob staff member, you can refer your friends and family but not people you speak to as part of your toob duties
- you should only make referrals to people who are happy to receive them

## friends

- you will be eligible for one £25 voucher where:
  - you successfully register as a 'friend' in accordance with these T&Cs and the process set out [here](#);
  - you haven't previously been a toob customer
  - you place an order for toob's 18 month, 900 Mbps home broadband contract and no other promotion applies or is used (unless the terms of that promotion state it can be used in conjunction with our refer a friend programme); and
  - your new toob service has been live for more than 14 days.
- if you are referred by more than one person, only the person whose link you use to register for refer a friend will receive a reward for your referral
- unless otherwise specified, refer a friend cannot be used in conjunction with any other offer and if you apply a voucher code, or otherwise use or benefit from any other promotion in connection with your order, you will only receive the benefit, voucher or discount associated with that other promotion

## other important info

- rewards can only be claimed within 90 days of the reward notification email, via the link in that email
- additional terms and conditions will apply to the use of reward vouchers (see below). voucher choices are subject to change and availability

- if we suspect that you have breached these T&Cs or acted fraudulently, we may withhold rewards and block you from the refer a friend programme
- if you provide incorrect information, do not follow the process set out in these T&Cs, or there is any technical fault or issue, you could miss out on a reward and we will not be responsible. if you believe a referral has validly been completed under these T&Cs but has not been registered or confirmed, you can contact our customer services team who will investigate
- rewards are non-exchangeable, non-transferable and no cash equivalent will be provided
- our refer a friend platform is managed by Buyapowa Limited (company number no 07574698). you can read the platform terms and conditions [here](#).
- we may change, cancel or suspend the refer a friend programme at any time. you should refer to the latest version of these T&Cs published on our website from time to time. if you continue to participate in refer a friend after changes take effect, you will be deemed to have accepted the updated T&Cs
- these T&Cs are governed by the laws of England and Wales
- for information about how your personal data is used by us as part of refer a friend, please see our privacy policy at [www.toob.co.uk/privacy](http://www.toob.co.uk/privacy)

### **third party voucher T&Cs**

- Amazon.co.uk: [Amazon.co.uk Gift Card and Gift Vouchers Terms & Conditions - Amazon Customer Service](#)
- M&S: [Legal and ethical policies | M&S | IE \(marksandspencer.com\)](#)
- John Lewis: <https://www.johnlewis.com/customer-services/shopping-with-us/terms-and-conditions>