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Online shopping terms and conditions

The following terms and conditions for the below in addition and supplement to the main terms and conditions outlined for our pay-as-you-go and pay monthly services, unless otherwise stated.

Terms and Conditions for online shopping on www.airtel-vodafone.com

The following terms and conditions apply to the act of purchasing a product or service from the Airtel-Vodafone Channel Islands online shop through the www.airtel-vodafone.com portal. If you are using, have used or intend to use this online portal, we recommend that you print and retain a copy of these terms and conditions for your records. The Airtel-Vodafone pay-as-you-go or monthly plan general terms and conditions will apply to the actual product or service purchased by you, the customer.

These terms and conditions set out the agreement between you (the customer) and us (the mobile service provider - Jersey Airtel Limited and Guernsey Airtel Limited) for purchases made from this website. You, will be referred to here on in as "the customer", where we shall be referred to as "Airtel-Vodafone".

To purchase from the site the customer will need a debit or credit card. For some services the customer will need to set up regular Direct Debit payments from their bank. The customer will also need an email address as Airtel-Vodafone will use this as the main way to keep in contact with the customer.

1. Definitions

The Airtel-Vodafone pay-as-you-go and monthly plan general terms and conditions include all definitions.

2. Disclaimer

2.1 Airtel-Vodafone does not endorse, nor do it make any warranty as to the accuracy, suitability, completeness, reliability or continuous supply of any information or content supplied on this website.

2.2 The customer acknowledges that Airtel-Vodafone have no control over any content supplied by third parties which can be accessed via this site. Any dealings with products or services which are located via this website are solely between the customer and that third party. Airtel-Vodafone exclude all liability relating to the value and integrity of such third party products and services.

2.3 Airtel-Vodafone will not be responsible for any loss of profits, loss of data or consequential losses arising from Your use of, or inability to use or access the service, or following a failure, suspension or withdrawal of all or part of the service at any time.

3. Pricing

All goods and services displayed on this website are subject to availability. Where certain goods or services are no longer available, or where certain prices have changed, Airtel-Vodafone will endeavour to update the relevant

Jersey Airtel Limited, 26 Queen Street, St Helier, Jersey JE3 4WD
Guernsey Airtel Limited, 45 High Street, St Peter Port, Guernsey GY1 2JT

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information contained on this website as soon as practicable. However, no price, or other information displayed on this website will bind Airtel-Vodafone until Airtel-Vodafone has accepted the customer's order. The price the customer will be charged for any goods or services will be the price in force when the customer placed the order.

4. Placing an Order

4.1 The information displayed on this website represents an opportunity for the customer to assess the goods and services available online from Airtel-Vodafone. No offer for the sale of these goods or services in being made to the customer by Airtel-Vodafone via the content the customer has accessed through this website.

4.2 Any order the customer sends to Airtel-Vodafone for the purpose of specific goods and / or services constitutes an offer for the goods and/or services selected.

4.3 Airtel-Vodafone is not obliged to accept the customer order. If Airtel-Vodafone does accept the customer order, a contract will be created at the time Airtel-Vodafone sends the customer an email confirming their order. The customer will be deemed to have received Our acceptance of their offer once Airtel-Vodafone have correctly sent an email to the customer's electronic mail box.

4.4 Airtel-Vodafone can only accept orders from persons aged 18 years or older and who are residents of the Channel Islands.

4.5 The customer's order will only be accepted if they supply Airtel-Vodafone with a Jersey or Guernsey delivery address.

5. Pick Up

Subject to product stock availability, providing the customer order is received before 8 am Monday to Saturday, We will normally have the order ready for pick up after 12 noon the same business day. Orders placed on a Sunday or after 8 am on a business day will normally be ready for pick up by 12 noon the following business day.

6. Returns and Refunds

6.1 If the customer purchased goods under these terms and conditions they have the right to return the goods within 14 days of the date they took delivery of the goods and Airtel-Vodafone will give the customer a full refund subject to clauses 6.2 and 6.3.

6.2 To do so the customer must return the goods to Airtel-Vodafone at the addresses given below, together with the original packaging and the customer must tell Airtel-Vodafone the original online order number allocated by Airtel-Vodafone at the time the customer placed the order as proof of purchase. The goods must be returned in good condition and must not be damaged, worn or marked in any way.

6.3 The price paid for the goods will be credited to the payment card used for the original purchase after receipt of the returned goods and satisfactory inspection by Airtel-Vodafone. The customer must allow 14 days for the refund to appear on their bank statement.



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6.4 Airtel-Vodafone returns and refunds policy does not affect the Customer's statutory rights under Jersey/ Guernsey consumer legislation

7. Cancellations Policy

If the customer is cancelling their order, they must ensure that they print off and keep a copy of Airtel-Vodafone's refunds and returns policy.

8. Law

Any contract formed between the customer and Airtel-Vodafone using this website will be deemed to have been made in Jersey or Guernsey and shall be governed and construed according to Jersey and Guernsey law. Any disputes or proceedings shall be subject to the exclusive jurisdiction of the Jersey and / or Guernsey courts.

9. Use of Purchased Goods

Goods purchased from the Airtel-Vodafone's Online Shop must not be resold, transferred or otherwise distributed for commercial purposes as goods made available in the Airtel-Vodafone Online Shop are for personal use only.

Airtel-Vodafone reserves the right to restrict purchases through its Online Shop to a maximum of 2 individual items per person. Any multiple orders placed may be deleted and the order may not be fulfilled. The customers acknowledges that the service begins its billing cycle upon completion of the submission of this online order.

10. Airtel-Vodafone Contact Points

If the customer wishes to contact Airtel-Vodafone concerning the Airtel-Vodafone Online Shop please email 121@airtel-vodafone.je. Further information about Airtel-Vodafone is available at www.airtel-vodafone.com

Goods returned under clause 6 should be returned to:

For Jersey customers, goods should be returned to 26 Queen Street, St Helier, Jersey, JE3 4WD

For Guernsey customers, goods should be returned to 45 High Street, St Peter Port, Guernsey GY1 2JT