



The UK's No. 1 SIM Card Distributor

Terms & Conditions

I. About us

- a) This website is owned and operated by: Elite Mobile Limited
Company Number:02987598, UK VAT Registered: 653266923
- b) Our business address is as follows.
Elite Mobile Limited, First Way, Wembley Stadium, Industrial Estate, Wembley, HA9 0TU.
- c) We can be contacted at the above address and through the below means during business hours 9am to 5:30pm
- d) Email: sales@elitemobile.com
- e) Phone: Sales and Customer Service 01785 216 850
- f) Opening hours: Monday to Friday at 9am to 5:30pm

II. Placing an order

Placing an order with Elite Mobile Limited couldn't be easier, you can place an order directly in the website completely hassle free and pay through Paypal or Credit Card or you can give our dedicated order line a call on 01785 216 850 and they will be only too happy to take your order and get your goods dispatched immediately.

- a) Whether placing an order via our website or through our dedicated sale line the same terms and conditions are applicable and covered by the same privacy policy.
- b) The contract between Elite Mobile Limited and the customer is only confirmed once you receive a dispatch notification for your order. Until such point the order is classed as an invitation to treat and can be cancelled at any time.
- c) We recommend when placing an order via the website that you use a valid email address as dispatch notifications will be sent to this address which form the contract between yourself and Elite Mobile Limited.

III. Delivery

- a) Once your order has been received and you have had received your dispatch notification from Elite Mobile Limited, the goods will be immediately dispatched. Depending on the size of the order we may choose to use alternative couriers. Please note that a signatory may be required to accept delivery.
- b) Please ensure any problems with your delivery are reported to us within 48 hours of receipt of the goods.
- c) While your order should normally be received within 1-2 working days. On occasion this may take longer. Please allow 14 working days before notifying us should your goods not arrive. This will give the courier enough time to deliver all products during busy times of the year.
- d) If any goods received are faulty, please notify Elite Mobile Limited within 48 hours and we will organise for your goods to be returned to us for credit or refund.

Please note where goods are returned and found to be not faulty or user damaged a refund will not be made.

IV. Your rights where goods are not of a satisfactory quality, fit for their purpose or misdescribed

a) Repair or replacement

- Should your goods be received faulty or damaged please notify us within 48 hours and we will have your goods collected and returned to us.
- Should any items returned be deemed to be user damaged or general wear and tear, a repair / replacement will not be issued and you will need to pay for any re-dispatched of the product.
- If the item returned is found to have a manufacturing fault, your goods will be repaired / replaced and sent back to you in full working order.

b) Refunds

- Should your item not be repairable and a refund is required, then general wear and tare will play a part in your refund which means you may not receive a full refund. (This only applies to products that have been used for considerable amounts of time before going faulty, the warranty on batteries is only valid for 6 months)
- Money will ordinarily be refunded to the same account debited during purchase. Refunds and partial refunds will ordinarily be completed within 30 days.

V. Your rights under the consumer contracts (information, cancellation and additional charges) regulations 2013 (CCR)

You have an unconditional right to cancel your order within fourteen days from the day of delivery. PLEASE NOTE: You must take reasonable care of the goods during the cancellation period. To cancel your order under the CCR:

- a) Send an email or write to us telling us you wish to cancel the order. Include enough information for us to identify you and your order; this includes your most recent order number and your name and full address.
- b) Parcel up the items you are returning securely to minimise any damage that may be caused during delivery. Please include a copy of your notification of cancellation or order confirmation so we can trace your order quickly.
- c) Return the items to us via an appropriate carrier. PLEASE NOTE that returning goods under the cooling-off period allowed by the CCR is at your cost unless we have supplied alternative goods that you have not found acceptable. We recommend using a signed for service for the return of the goods.
- d) Once you have notified us of your intention to cancel the contract we will refund you the cost of your order and its delivery as soon as we can. This will always be within 14 days of us receiving the goods back. For CCR to be applicable the goods must be in an unused condition and returned to us with all packaging etc.

VI. Our returns policy

- a) To return a product to us simply send it to the following address: Elite Mobile Limited, First Way, Wembley Stadium Industrial Estate, Wembley, Middlesex HA9 0TU. Please ensure you send back with information pertaining to the original order and the reason for its return.

VII. Pricing

- a) Prices quoted are inclusive of VAT.
- b) From time to time we will have to change the prices of items. This will not affect the status of confirmed orders and in this case you will only pay the price contained in your order confirmation. If the prices of an unconfirmed order changes, we will let you know and give you the option of cancelling the order.

VIII. About these terms

- a) These terms came into force on the 01/01/2016 and apply to all orders made after 0000hrs on that day.
- b) These terms do not affect your statutory rights relating to faulty or misdescribed goods (section 4) or your right to cancel orders under the CCR (section 5). If you want more information on these rights, they are available from your local Trading Standards Department or Citizens Advice Bureau.

Elite Mobile Rewards Programme

1. This rewards programme is not open to sub-distribution partners or wholesalers. Participants must be independent and work directly with Elite Mobile Limited.
2. Successful application to the rewards programme is at the discretion of Elite Mobile Limited.
3. The rewards programme is run independently from your usual commission earnings. You must register online for the rewards programme in order for any SIM activations to be documented in your points total.
4. Points are available to earn from the day on which you register for the scheme. They can not be backdated.
5. Points will accumulate for all SIMs that are activated after you have registered. Each activation is worth 1 point.
6. Each reward voucher is for one time use only. Any credit left not redeemed on a voucher will be considered null.
7. Accumulated points may be used in full or part payment towards your choice of product.
8. All products/prizes are subject to availability. Products of equivalent value may be offered. There is no cash alternative.
9. Please refer to the current commission promotions and validity period.
10. This rewards programme is run for and by: Elite Mobile Limited, Wembley Stadium Industrial Estate, First Way, Wembley, Middlesex HA9 0TU.
11. For any enquiries relating to this rewards programme please email info@elitemobile.com
12. Elite Mobile reserve the right to revoke the rewards program to any account where suspicious/ fraudulent activity has been suspected by any of the networks or where a customer has failed to keep their other accounts linked to Elite Mobile in good order.