

FLEX PROMISE.

What is it?

If you bought a 30 month Anytime Upgrade Flex contract between 1 August 2017 and 31 October 2017, it came with our Flex Promise. It means you can get a brand-new phone when you hand your old one back to us in a Tesco Mobile Phone Shop between 24 and 30 months into your contract and we'll write off the rest of your payments.

How to get your brand-new phone with Flex Promise

1. Make sure you save anything important on your old phone, wipe your data, take out any memory and SIM cards and remove any user accounts
2. Then bring your old phone (in good working order) into any Tesco Mobile Phone Shop with your confirmation text message ([tesco.com/store-locator/uk](https://www.tesco.com/store-locator/uk))
3. Hand your phone back to us and we'll write off the rest of your payments – we've texted you the amount, but this can change every day, so please check it with us
4. You can then upgrade to a brand-new phone on an Anytime Upgrade Flex or Anytime Upgrade pay monthly contract

Please note that you can only hand your phone back to us in a Tesco Mobile Phone Shop, it can't be posted back to us.

Important info

- You've got 6 months to use your Flex Promise, but remember the sooner you use it, the more we'll write off
- This is an exclusive offer for eligible Anytime Upgrade Flex Promise customers only

You've also got two other options...

Trade-in your phone for money in the bank or a voucher code to put towards a new contract. You can get a Trade-in valuation in store or online (tradein.tescomobile.com).

To make sure you get the best value, please compare your Flex Promise value and your Trade-in value. Remember both these values change every day.

Keep your phone and when your 30-month contract runs out, your monthly bill will drop as you'll only be paying for your usage. And remember you can still pay off your phone agreement any time after 24 months without any early termination charges.

FAQs .

Can I redeem my Flex Promise online or over the phone?

No, as you need to hand your old phone back to us, please head to your Tesco Mobile Phone Shop, where our colleagues will be happy to help you.

How long have I got to take up the Flex Promise?

You can redeem the offer at any point during the last 6 months of your contract. If you redeem with 6 monthly payments outstanding, you'll get the maximum value from the offer. If you choose to redeem later, you'll get less value.

Can I still use the Flex Promise if my phone was replaced or repaired?

If your phone was fixed by a third-party company that's manufacturer approved or is an insurance replacement and is the same make and model as the phone you got with your Anytime Upgrade contract, then yes.

My phone is damaged, can I still take up the Flex Promise?

Light wear and tear is acceptable but the phone needs to be in good working order, with no chips on the screen. Please also note that you also need to remove any passcode, activation locks and accounts.