

Existing customers

Notes:

- 1 This cashback promotion (the "Promotion") is only open to residents of the Republic of Ireland who are over 18 years of age. The promoter of this Promotion is eircom Limited with a place of business at 1 Heuston South Quartet, St. John's Road, Dublin 8 ("eir" / "Promoter") and fulfilled by eir's agent WIN | WIN (PO Box 9653 Dublin 6 - Company Reg. No. 272223), a third-party rewards company. The cashback will be paid via a PayPal account. By participating in this Promotion, you agree to eir sending your details to WIN | WIN once you are eligible for the Promotion. WIN | WIN will pass your email address to PayPal in order for you to receive your cashback amount.
- 2 The €100/€50 Cashback voucher is emailed to the customer once the customer;
 - (1) recontracts on a qualifying bundle,
 - (2) has their bundle installed and activated
 - (3) passes the 14 day cooling off period for the bundle and
 - (4) completes the process as set out below (clauses 11 to 18).Please follow the online Promotion instructions thoroughly to ensure you follow the correct process. Breach of these terms and conditions will result in disqualification from the promotion.
- 3 The Promotion is a limited offer made available to new and winback customers who sign up to a qualifying bundle (see above) at a time when the Promotion is live. This Promotion may be live at varying dates between 1st November 2017 and 30th June 2018 (or while stocks last).
- 4 This offer is made available subject to the following minimum contract terms being applied: 12 months for standalone broadband or Dual Play Voice/Broadband Bundles, 18/24 months for standalone broadband and Mobile bundles, Triple Play bundles and Quad Play Bundles. For the avoidance of doubt, early cease charges will apply where any service is ceased within the minimum contract period.
- 5 This offer is made available subject to a minimum 12 month contract term. For the avoidance of doubt, early cease charges will apply where any eir Talk, eir Broadband or eir Mobile service is ceased within the minimum contract period.
- 6 A customer may avail of this offer in addition to any other "New , Winback or Retention" promotion available with their chosen bundle.
- 7 Except as noted in clause 6 above, a customer may not avail of more than one eir Talk bundle promotion simultaneously.
- 9 eir reserves the right at its own discretion to remove, suspend, withdraw or alter this offer by giving relevant notice in accordance with normal requirements.
- 10 These terms and conditions will apply together with the terms and conditions governing the customer's use of the components included in the bundle. See <https://www.eir.ie/opencms/export/sites/default/.content/pdf/pricing/pt4.1.10.pdf> for Bundle terms and conditions

The Promotion:

- 11 eir and WIN | WIN will not be held responsible for redemption codes that were not received for any reason such as the email defaulting to a spam/junk folder or a full inbox. It is the customer's responsibility to ensure that the email address they supply to eir is correct and fully operational. You will receive your redemption code automatically after providing your e-mail address. Please check all Primary/Promotional/Social mail folders after you have applied for your voucher. If you have queries please contact the support team on 0818 242 786 or email our Support Team on support@eirdeals.ie

- 12 Eligible customers will receive an invitation to redeem their cashback via email to the email address provided by the customer during the sales process. Please ensure to read your cashback email in full before logging onto the promotional website.
- 13 The customer has 7 days from receipt of this notification to click the link in the body of the email and begin the setup journey. After 7 days has lapsed an automated message will appear stating the code has expired and can no longer be used.
- 14 Upon visiting the promotional microsite the customer will be asked to create an account using their email address and password. For verification purposes the customer must provide their eir Account Number and contact phone number (either fixed or mobile as tied to the account number provided). You can find your eir Account Number on your eir Bill or by logging onto my.eir.ie
- 15 Within 72 hours of the account being created the user will receive an e-mail with a link. Customers have 72 hours to click this link to confirm their account.
- 16 In the event that an incorrect password is entered 3 times, the customer must restart the process of setting up their account. Customers will have 72 hours to finalise their second attempt.
- 17 Customers will receive an email from PayPal within 14 days. Registered PayPal Customers will receive a notification that money has been transferred to their account. Non-registered PayPal Customers will receive a prompt to set up a PayPal account using the same email entered during the above process.
- 18 Customers who are not registered PayPal users will have 72 hours from receipt of the PayPal notification to set up a PayPal account and claim their cashback, after which the cash back will be forfeited.

General:

- 19 Each redemption code is unique and can be used only once and is non-transferable.
- 20 Neither eir nor WIN | WIN will be liable, either severally or jointly, or have any responsibility, for lost or stolen codes.
- 21 By availing of this Promotion, you will be deemed to have accepted these terms and conditions and you will be bound by any other requirements set out in any promotional material.
- 22 eir reserves the right to: (i) withdraw this Promotion without notice in the event of war, terrorism, earthquake, catastrophe or similar events beyond our reasonable control; or (ii) suspend or terminate the promotion or amend these terms and conditions at any time for any valid technical or commercial reason.
- 23 Data (including "personal data") relating to your eligibility and participation in the Promotion will be passed between eir, WIN | WIN and PayPal. This data will be used to ensure the validity and eligibility of your claim.
- 24 All correspondence should be directed to WIN | WIN, PO Box 9653 Dublin 6