

Free Online SIM Terms and Conditions

The following conditions apply to purchases of the eir Free SIM product ("the Product") through the eir Site and constitute a legally binding agreement between you and us for the supply of the Product. You are advised that further terms and conditions (including a fair usage policy) apply to your use of the Product, or any other eir products and services that may be provided with same, and to any contract between eir and you for the supply of same, which you also hereby accept and which standard terms are viewable at <https://www.eir.ie/termsandconditions>

We will attempt to make delivery to you as soon as practicable, however please allow up to 5 working days for delivery. You should note that delivery will be made through GLS to the address as specified by you in the online order and that we are not responsible for failing to deliver an order to you if you have supplied us with an incorrect or incomplete address.. You acknowledge that eir shall not be liable to you at all for any delays in delivery, or for ensuring personal delivery to you. Deliveries will not be made to PO Boxes or to addresses outside the Republic of Ireland.

In the event of delay or non-delivery of products/services you should immediately contact the eir Customer Care Department on 1800 365 085 who will assist you in resolving the matter.

The details supplied in your order shall be used by us to process the delivery of the Product. eir may from time to time contact you by post, email, text message or telephone with information on new products, services, special discounts or other information we believe may be of interest to you. If you would prefer not to receive such information please tick the appropriate "opt out" options when submitting your order. Call credit may be available, may be dependent on registration, porting, continued top up and can be phased. See <https://www.eir.ie/termsandconditions> for more details.

This offer constitutes an invitation to treat and is not an offer from us to you. Any order that you submit for the Product represents an offer by you to contract with us. We reserve the right to accept or reject any such offer from you. We may limit the Product to one per person, or one per address at any time at our discretion and may reject your order if the Product is out of stock or for any other legitimate reason. You will be advised if this occurs. We may also modify, suspend or discontinue the Product at any time with or without notice to you and without liability to you. Discontinuation may occur for any valid technical, operational or commercial reason. We do not guarantee or warrant that any particular functionality, features, information or Product promoted online will be available to you at any given time."

We do operate a returns policy compliant with the EC (Consumer Information, Cancellation and Other Rights) Regulations 2013, ("the Regulations"). This means that you have the right to cancel your contract by providing us with a clear written statement (letter by post or e-mail) to this effect, within fourteen days of the date you acquired physical possession of the goods. You may use the notice published on the "Cooling off" section of our web site for this purpose. Please note if returning Goods we require your full name and address, mobile number and date product was ordered/delivered and any reference number provided. Without this information we will be unable to identify a returned package as yours and we will not be able to process the return. We will reimburse you with all costs including costs of delivery without undue delay and in no case less than fourteen days from the date you informed us of your decision to cancel the contract. We will carry out the reimbursement using the same means if payment as you used for the initial transaction including costs of delivery.