

Sure (Jersey) Limited
Christmas Voucher Promotional Terms and Conditions

These Sure (Jersey) Limited ("Sure") Christmas Voucher Promotional Terms and Conditions ("Terms and Conditions") should be read in conjunction with the:

- Consumer General Terms and Conditions (the "General Terms");
- Broadband Services Terms and Conditions (if applicable);
- Telephony Service Specific Terms and Conditions (if applicable); and
- Pay Monthly Mobile Terms and Conditions.

all of which, unless otherwise indicated, apply and are available to view online at <https://www.sure.com/jersey/terms-and-conditions/>.

Where there is a conflict, these Terms and Conditions will take precedence.

1. Subject as set out in the following paragraphs, between 11th November 2025 and 4th January 2026 (inclusive) (the "Promotional Period"), Sure shall offer a Marks and Spencer (M&S) voucher (the "Voucher") as follows to eligible Consumer Customers (the "Promotion"):

Service:	Voucher:
24-Month Mobile Plan	£50 M&S Voucher
36-Month Mobile Plan	£100 M&S Voucher
24-Month Bundle (Mobile & Broadband)	£150 M&S Voucher
36-Month Bundle (Mobile & Broadband)	£200 M&S Voucher

2. The Promotion is available to any new or existing Sure (Jersey) mobile pay monthly mobile plan Consumer Customers who contract for or re-sign a Sure mobile service or a Sure bundle (mobile and broadband (including landline)) for a term of twenty-four (24) or thirty-six (36) months during the Promotional Period.
3. Eligible monthly mobile plans are the Sure Saver, Unlimited Basic, Unlimited Standard, Unlimited Max or the Sure Sharer pay monthly plans details of which can be found at <https://www.sure.com/Jersey/mobile/pay-monthly-sim/>.
4. The Promotion is only available in the Sure Jersey store and online at www.sure.com/Jersey during the Promotional Period and while Voucher stocks last. The Promotion may be extended, varied or withdrawn by Sure at its sole discretion and without notice.

5. Only one (1) Voucher is available per Consumer Customer account or household. All Vouchers are issued at Sure's sole discretion, acting reasonably, and in such denominations as determined by Sure.
6. Existing Consumer Customers who have outstanding charges, including hardware charges for existing mobile and/or broadband equipment and/or rental charges must settle the remaining balance in full before taking up the Promotion.
7. If a Consumer Customer cancels their order within the statutory cooling-off period in accordance with clause 5 of the General Terms, the entirety of the Voucher issued to the Consumer Customer at the time of placing the order must be returned to Sure. Where only part of a Sure bundle order is cancelled, the Consumer Customer must either return the entirety of the Voucher or reimburse Sure, at the date of cancellation, for an amount equivalent to the value of that portion (as determined by Sure in its sole discretion).
8. The Voucher must be returned unused and in its original condition on the date of cancellation. If the Voucher is not returned or has been used, Sure reserve the right to charge the Consumer Customer an amount equivalent to its face value, provided such charge reflects Sure's actual loss and is consistent with the Consumer Customer's statutory rights.
9. The Promotion is as stated in these Terms and Conditions, and no cash or other alternatives will be offered. The offer is non-negotiable and is not transferable.
10. Unless otherwise defined in these Terms and Conditions, all capitalised terms shall have the meaning given to them in the General Terms.
11. These Terms and Conditions will be governed by the laws of Jersey and any disputes will be subject to the exclusive jurisdiction of the courts of Jersey.