



SURE (ISLE OF MAN) LIMITED PAY MONTHLY HANDSET BEST PRICE GUARANTEE

These Sure (Isle of Man) Limited (“**Sure**”) Pay Monthly Handset Best Price Guarantee Terms and Conditions (“**Terms and Conditions**”) should be read in conjunction with Sure’s:

- General Terms and Conditions; and
- Pay Monthly Mobile Terms and Conditions,

all of which apply.

Where there is a conflict, these Terms and Conditions will take precedence. Sure’s Terms and Conditions are available to view online at www.sure.com/isleofman/terms-and-conditions.

1. The best price guarantee offer is available to existing or new Sure mobile pay monthly customers who:
 - a. contract for or re-sign a 24 or 36 month Sure pay monthly mobile service; and
 - b. purchase a pay monthly handset over the same term (“**Qualifying Customer(s)**”).
2. The offer commences on 6th March 2023 until 31st May 2023 (the “**Promotion Period**”) and the Promotion Period may be extended by Sure in its sole discretion.
3. During the Promotion Period, Sure guarantees the best pay monthly handset price compared to other local licensed mobile operator(s) selling mobile handsets with a 24 or 36 month mobile contract.
4. For the avoidance of doubt, the offer only applies to Qualifying Customers who purchase a pay monthly handset from Sure over a 24 or 36 month period and handsets which are purchased on a 12 month contract or handsets which are paid for in full at the time of purchase are excluded from this offer.
5. Handsets offered by other local licensed mobile operator(s) that are on special offer, clearance stock or on any other promotional offer cannot be used as a comparison for the best price guarantee and are not eligible for this offer.
6. The offer excludes any handsets offered for sale either in store or on-line by any retailers who are not local licensed mobile operator(s) in the Isle of Man.



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7. In order to claim under this offer, Qualifying Customer(s) must provide evidence of a lower priced pay monthly handset (the “**Qualifying Handset**”) being offered by the other local licensed mobile operator(s) during the Promotion Period.
8. Sure will accept as evidence, a photograph, screenshot or a printed and scanned copy of the advertisement or web page where the Qualifying Handset appears and the photograph, screenshot or advertisement must clearly show the price **inclusive** of all taxes, fees and surcharges, along with the contract term.
9. The evidence referred to in paragraph 8, must be presented by Qualifying Customers to an employee of Sure at its retail store during the Promotion Period so that Sure can verify that the offer applies in relation to the Qualifying Handset in question.
10. Claims for the offer may only be submitted by the method as outlined in paragraphs 8 and 9 above and not through any other means (as this will invalidate the claim).
11. The decision of Sure is final in relation to verification and acceptance of claims and Sure reserves the right to refuse any claims from Qualifying Customers that cannot be reasonably verified from the information provided (due to incomplete information being provided or the information being tampered with for example) or where the exclusions in paragraph 5 or 6 apply.
12. If the Qualifying Customer’s claim is accepted by Sure in accordance with these Terms and Conditions, Sure will match the price of the Qualifying Handset.
13. Sure reserves the right to amend or withdraw this offer at any time.
14. The offer 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.