



REFER A FRIEND TERMS AND CONDITIONS

The New Refer a Friend scheme updated as of 7th August 2025.

If a neighbor/friend signs up on the website using your Referral code, you will be entitled to a referral reward subject to these terms and conditions.

1. Every customer will automatically be enrolled in the Refer a Friend scheme after their Installation Date.
2. Customers will then receive an introductory email with their unique share code.
3. This code can only be applied to 12-month or 24-month contracts for full fibre products when signing up to Hey!B via the website.
4. Both customers (Referee and Referrer) will be eligible to receive a £50 Amazon voucher after the 14-day cooling-off period. (If the new customer cancels within this period, neither party will be eligible for the voucher.)
5. The customer will receive their vouchers via email at the end of the month when their cooling-off period ends.
6. The Referrer may begin referring new customers after their 14-day cooling-off period.
7. The Referrer will receive a £50 Amazon gift card per referral, with no limit on the number of referrals they can make. Both the Referrer and the Referee must have active accounts with Hey!B to be eligible for the Amazon voucher.
8. This offer can be used in conjunction with other running promotions.
9. If a customer wishes to opt out of the "Refer a Friend scheme", they must contact customer service or send an email at marketing@heyb.co.uk to opt out manually.
10. Amazon Vouchers should be treated like cash and kept securely. No replacement is offered in case they are lost or stolen.
11. Please check Amazon.co.uk terms: <https://www.amazon.co.uk/gp/help/customer/display.html?no>.
12. You cannot recommend someone from your household.
13. A referral reward will not apply if for any reason we do not have the Referee details in our database.
14. In the case of suspected fraudulent activity, we reserve the right to withhold rewards.
15. We reserve the right to amend these terms and conditions and terminate the scheme at any time, with or without notice.
16. This Referral code can only be applied to purchases made through the website.
17. This scheme will not be applicable to any field sales.
18. The Referee cannot apply a referral code after a successful installation and is only valid if the code was entered at the time of checkout via the website on a 12-month or 24-month full fibre product.
19. Hey!B agents must not manually add or modify referral codes after a purchase. All referral codes must be entered by the customer during the online checkout process.