



## REFER A FRIEND TERMS AND CONDITIONS

These Refer a Friend Terms and Conditions apply to the Hey!Broadband Refer a Friend Scheme and are effective from 17 April 2026.

By participating in the scheme, both the Referrer and Referee agree to be bound by the terms set out below:

1. Customers become eligible to participate in the Refer a Friend scheme once their Hey!Broadband service has been successfully installed and their cooling-off period has ended.
2. Referrals must be new Hey!Broadband customers. Self-referrals or referrals within the same household (same address) are not permitted.
3. Each eligible customer will receive a unique referral code which can be found on the introductory email provided to customers to begin sharing after installation has been completed.
4. Referral codes can only be used when signing up via the Hey!Broadband website. Referral codes cannot be used for telesales, field sales or in-person sales, and only one referral code can be used per order.
5. Referral codes are only valid on 12-month or 24-month full fibre broadband contracts purchased via the Hey!Broadband website.
6. Both the Referrer and Referee are eligible to receive a £50 Amazon voucher for each successful referral, unless otherwise stated during a promotional period. There is no limit to the number of referrals a Referrer can make.
7. Both the referrer and the Referee must complete their cooling-off periods and remain active customers for the referral reward to be issued. If either party cancels their service during the cooling off period no referral reward will be paid.
8. Referral vouchers are issued at the end of the calendar month once all eligibility criteria have been met. If eligibility is completed after the month-end, the voucher will be issued in the following calendar month.
9. From time to time, promotional referral rewards may apply. Where a promotional reward is offered, it will replace the standard £50 referral reward unless explicitly stated otherwise.
10. From time to time, Hey!Broadband may offer promotional or increased referral rewards. The reward value issued will be the amount advertised at the time of the referred customer's sign up.
11. Referral vouchers will be sent by email. Customers are responsible for ensuring their email address is correct and for keeping their voucher secure. Lost or deleted vouchers may not be replaced.
12. A referral reward will not be issued if the Referee's details cannot be successfully validated by Hey!Broadband.
13. The referral reward amount shall be determined by the Refer a Friend offer in effect at the time the referee completes their original sign-up on the Hey!Broadband website. Where a referral code is added after sign-up but prior to installation, the applicable reward value shall remain that which was available on the sign-up date and shall not be upgraded, backdated, or otherwise amended as a result of subsequent promotional communications or changes to referral reward values introduced after the referee's sign-up date.
14. In case of suspected fraud, misuse or abuse of the scheme, Hey!Broadband reserves the right to withhold or withdraw referral rewards.
15. Customers may opt out of referral-related communications at any time by contacting customer service or emailing [marketing@heyb.co.uk](mailto:marketing@heyb.co.uk). Opting out of communications does not affect eligibility to participate in the scheme.
16. If a Referee does not enter a referral code at online checkout, they may contact Customer Service to request that the code be added between the date of their web sign-up and their installation date. Referral codes cannot be added or honored after installation under any circumstances.
17. The Referrer may begin referring new customers after their 14-day cooling-off period.
18. Referral rewards are issued automatically once eligibility criteria are met. If a reward is not received, the Referrer or Referee must notify Hey!Broadband within 90 days of the installation date. Claims received after this period will not be valid.
19. 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!Broadband to be eligible for the Amazon voucher.
20. This offer can be used in conjunction with other running promotions on the Hey!Broadband website unless otherwise stated.
21. Please check Amazon.co.uk terms: <https://www.amazon.co.uk/gp/help/customer/display.html?no>.
22. Hey!Broadband reserves the right to amend or withdraw these terms and conditions and terminate the scheme at any time, with or without notice.