

# Terms and Conditions

## Cashback Card Promotion 2025: Origin Welcome Bonus

### 1. Promotion Overview

- 1.1. These promotional terms and conditions form part of the UW Cashback Card, Residential Products and Services, and any other terms and conditions available on our website at <https://uw.co.uk/legal/terms-conditions> (the "Agreement") and should be read in conjunction with them.
- 1.2. This promotion is available to eligible customers who apply and are accepted for a UW Cashback Card between 00:01 on 17 September 2025 and 9 February 2026 (the "**application period**").
- 1.3. For successful applications received during the application period, UW will waive the standard application fee and first three months of monthly management fees (the "**promotional period**"), and once the Cashback Card has been activated, eligible customers will receive a bonus credited to their Cashback Card wallet, at the value communicated by UW (the "**Bonus**").
- 1.4. After the three-month promotional period ends, the standard monthly management fee of £3.00 per Account will automatically apply.
- 1.5. Unless otherwise defined herein, any terms used in these terms shall have the same meaning as ascribed to them in the Agreement.
- 1.6. Applications will be processed in accordance with our standard procedures as outlined in the Agreement.

### 2. Eligibility & Application

- 2.1. This promotion is available to existing UW broadband or landline customers only who:
  - 2.1.1. migrated to UW from Origin on or after 1 June 2025;

- 2.1.2. have not participated in the “£50 Multiservice Credit” promotional offer, or any other promotional offers;
  - 2.1.3. have been directly invited to participate in the promotional offer via UW’s digital channels, or by a UW representative;
  - 2.1.4. apply and are accepted for a Cashback Card during the application period;
  - 2.1.5. activate the received Cashback Card within 6 months of applying for it; and
  - 2.1.6. spend the Bonus credit within 6 months of the Card application date.
- 2.2. For the avoidance of doubt “**Activation**” means the point where a Cardholder satisfactorily completes all necessary security and verification steps as required by us, takes receipt of the Card and uses the 6 digit activation code to activate it on My Account or in our App enabling a Card to be used for transactions.
- 2.3. Existing UW customers who did not migrate from Origin on or after 1 June 2025 are not eligible for this promotion.
- 2.4. All standard eligibility criteria for the UW Cashback Card as set out in the Agreement continue to apply.

3. **Fees and Charges**

- 3.1. During the promotional period, the following fees will be waived:
  - 3.1.1. the £5.00 application fee; and
  - 3.1.2. the first three monthly management fees of £3.00.
- 3.2. All other fees and charges as set out in the Agreement will continue to apply, including but not limited to: Cash Machine Withdrawal Fees; Foreign Exchange Fees; and Replacement Card Fees.

4. **Bonus**

- 4.1. Provided that you meet the eligibility criteria, the Bonus will be credited to your Cashback Card wallet within seven days of Activation.
- 4.2. In the event the Bonus is not paid within seven days of Activation, the Bonus will be credited as soon as possible, without undue delay.
- 4.3. No top-up is required to receive the Bonus.
- 4.4. Only one Bonus shall be paid per Account.

- 4.5. Following Activation, and once the Bonus is available in your wallet, it can be used immediately in accordance with the Cashback Card terms and conditions.
- 4.6. The Bonus cannot be withdrawn from your Cashback Card wallet, it must be spent.
- 4.7. The Bonus must be spent within 6 months of the Cashback Card application date.
- 4.8. If the Bonus is not spent within 6 months of the Cashback Card application date and/or is left in the Cashback Card wallet and that Account is closed for whatever reason, the Bonus or any remainder thereof shall be removed and no cash equivalent will be offered.
- 4.9. Customers are deemed to have accepted and agreed to be bound by these terms upon completion of the Cashback Card application. UW reserves the right to refuse to apply the Bonus to anyone in breach of these terms and conditions.

## **5. Clawback Provisions**

- 5.1. If your Cashback Card is cancelled within 12 months of the Cashback Card application date, UW reserves the right to clawback any Bonus that has been spent, or part thereof. UW will unload the relevant Bonus value from your Cashback Card Account. Where the Available Balance is insufficient, UW will put the Account into negative balance and apply a balancing charge to your monthly Bill.
- 5.2. A 45 day grace period will apply for customers moving house to allow for service transfers without triggering the clawback provision.

## **6. Cancellation**

- 6.1. You may cancel your Cashback Card at any time during the promotional period or after, in accordance with the cancellation terms set out in clause 16 of the UW Cashback Card terms and conditions.
- 6.2. If you cancel your Cashback Card during the promotional period, you will not be charged the application fee or any monthly management fees for the period prior to cancellation, however the clawback provisions of clause 5 may apply.

## **7. General**

- 7.1. UW reserves the right to withdraw or amend this promotion at any time without prior notice.
- 7.2. This promotion cannot be used in conjunction with any other offer or promotion.

- 7.3. All other terms and conditions of the Agreement continue to apply during and after the promotional period.
- 7.4. These terms and conditions are governed by English law and any disputes are subject to the exclusive jurisdiction of the courts in England and Wales.