



mobile

VOXI by Vodafone

VOXI Buying online terms and conditions

Date: 28 / 02 / 2025

Version 1.6

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Important information

Here's what you need to know when you buy anything on the VOXI website.

Your agreement with us

By ordering from us, you agree you've read and accepted the following terms:

- These buying online terms
- If you're purchasing a VOXI plan, the VOXI terms and conditions www.voxi.co.uk/terms-conditions
- The terms related to the use of this site www.voxi.co.uk/terms-conditions

Your status

If you're an individual who's placing an order, you must be a resident in the UK, to purchase any products or services from us.

Your order

When you order products and services from this site, we treat this as an offer from you to purchase such products and services. We may refuse to accept such orders for any number of reasons - such as a failure to meet credit check criteria, unavailability of products or services, product or pricing errors.

On receipt of your order we'll send you an email describing the products and services you've ordered. These communications confirm we've received your order, but don't represent any acceptance of your offer to purchase products or services from us. We're not legally obliged to provide the products and services to you during the offer process (before the contract is completed). The contract between you and us will only be completed when we dispatch the products to you. Any products or services on the same order which haven't been dispatched to you don't form part of that contract. For products purchased online and delivered to a Vodafone retail store (where the option to collect from a Vodafone retail store is available), the point of dispatch will be when you collect your product from the Vodafone retail store.

Price and payment

Prices for VOXI services are inclusive of VAT, if VAT applies. This VAT is remitted to HMRC. VOXI is a Consumer proposition for non-business use. As VAT invoices are only legally required to be issued to VAT registered business customers, Vodafone Ltd does not issue VAT invoices to VOXI customers.

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Despite our efforts, sometimes information, discounts, promotions, e-vouchers and prices on this site may be incorrect. However, we do try to check these as part of our order processing - and if we spot an error, we'll contact you.

If you're purchasing products or services outright, payment will be debited from your card at the point of dispatch of the products or provision of the services to you. If we're unable to supply the products or services to you, we'll notify you and refund the relevant amounts if payment has been debited from your card.

If you're purchasing a product through PayPal Credit, please refer to PayPal's terms and conditions www.paypal.com/uk/smarthelp/contact-us.

Vodafone Limited, trading as VOXI acts as a credit broker and not a lender, exclusively for PayPal Credit. PayPal Credit and PayPal Pay in 3 are trading names of PayPal UK Ltd, 5 Fleet Place, London, United Kingdom, EC4M 7RD.. Terms and conditions apply. Credit subject to status, UK residents only, PayPal Pay in 3 is not regulated by the Financial Conduct Authority. Pay in 3 eligibility is subject to status and approval. 18+. UK residents only. Pay in 3 is a form of credit. Check if affordable and how you will repay. May make other borrowing more difficult or expensive. See product terms for more details.

Discounts and e-vouchers, may be subject to additional conditions, are not transferable and only valid for the products and services to which they relate. When purchasing a handset, new customer must buy with minimum £10 Sim plan.

Availability and delivery

We try to provide you with availability information for products and services on this site. Delivery dates are estimates only and beyond what we say on such pages, we can't be more specific about availability and delivery dates.

As we process your order we'll inform you if any products or services on your order turn out to be unavailable or delayed for any reason.

How will my order be delivered?

We will deliver your order to the address specified on the order within the UK and Northern Ireland. Please check your delivery address carefully, as we can't change the delivery address after you have placed your order.

If you have ordered a **device or any other product costing less than £60**, your order will be delivered by Royal Mail standard delivery at no additional cost.

If you have ordered a **device or any other product costing £60** or more, your order will be delivered by DPD standard delivery at no additional cost:

- order before 10pm on weekdays and your order will be delivered by DPD the next working day
- order before 10pm on a Saturday, Sunday or a bank holiday and your order will be delivered by DPD two working days later
- during holiday and other busy periods deliveries may take a little longer

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- a signature will be required on delivery

Right to return a product and cancel a service

Our returns policy gives you 14 days to change your mind, this means you can cancel and return your order within 14 days from when you receive it, whatever the reason. You cannot partially return an order; if you purchase both SIM and handset together and wish to return the SIM within the 14 day cooling off period, you must return both the handset and SIM plan.

See our [VOXI Returns Policy](#) for more information.

Your personal information

Our Privacy Policy sets out how we and our group companies may collect, use and share your personal information. You will find the latest Privacy Policy and Cookie Policy on our website at www.voxi.co.uk/privacy-policy and you should check back every now and then for the latest version. For any queries, you can contact us at data.protection@vodafone.com.

Our liability to you

We're legally responsible to you if our negligence causes death or personal injury, but we're not responsible to you for any:

- Business loss, lost business or missed opportunities
- Loss of profits or income
- Loss arising from delay or failure to deliver products or services
- Loss or damage that's not directly caused by us, or which we couldn't reasonably expect at the time we entered into the agreement with you or because of something outside of our reasonable control

General

The terms of this agreement won't affect any legal rights you may have under any law, and which we can't exclude. We'll send you notices by email, post, text, voicemail or other form of electronic message. Please tell us about any changes to your contact details so we can contact you in relation to your order or use of our services. We may update these terms from time to time, so please check the then-current version before you place your order. These terms are governed by the laws of England and Wales, and you (and we) agree to submit to the non-exclusive jurisdiction of the courts in England and Wales.

Who are we?

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