### Terms and Conditions

#### Love Me Keep Me (the "Promotion")

Subject to these Terms and Conditions ("Terms and Conditions"), you may be eligible to receive a full rebate when you purchase a qualifying handset either in-store or on-line between 03/01/12 to 29/02/12.

Opia Limited ("Promoter") is carrying out this Promotion. These Terms and Conditions of the Promotion can be found on lovemekeepme.com (the "Website").

- 1. By participating in this promotion, you agree to these terms and conditions. The instructions contained within the promotional website and the published process form part of the terms and conditions of the offer.
- 2. This promotion is open to end-user customers located in the United Kinadom who purchase auglifying Nokia Lumia handsets new in the promotion period.
- 3. The Promoter, Micro Peripherals Ltd is using a third party service provider, Opia Limited, to operate this promotion
- The Promotion is only valid on new purchases made during the promotional period 3rd January 2012 to 29th February 2012.
- 5. The promotion is valid in respect of qualifying products purchased either directly from Micro Peripherals Ltd or an authorised reseller or authorised retailer of Micro Peripherals Ltd within the promotion dates.
- 6. The Promotion excludes any accessories, peripherals, options or other applications purchased with or for the handset.
- 7. Claims must be submitted by the end user customer only. Wholesalers, resellers, retailers, participating stockists or anyone connected to or with the promotion may not submit a claim for themselves or for their customers. Claims for products purchased which will be resold or rented to a third party are ineligible for this promotion.
- 8. The offer is not transferrable to another individual or business, registration and claims will only be accepted by the original purchaser.
- 9. Between 1 and 5 qualifying Micro Peripherals Ltd units may be registered per business, individual or household as part of the
- 10. Return of a qualifying Micro Peripherals Ltd product to the seller following submission of a claim will disentitle the participant to
- 11. We reserve the right to closely monitor usage of the promotional website, including users IP addresses, so that we may identify misuse, and disqualify applications if we have reason to believe the terms of the promotion have been breached.
- 12. Endemic failure is not included in the Promotion.
- 13. Micro Peripherals Ltd reserves the right to amend or cancel the terms of this offer without notice.
- 14. Micro Peripherals Ltd is not responsible or liable for anv technical, hardware, software, server, website, or other failures or damage of any kind to the extent that this prevents the participant from or otherwise obstructs him/her in participating
- 15. The rebate is inclusive of all taxes. Where this rebate payment constitutes a taxable benefit, all tax liability lies with the recipient.

#### To Claim

- 16. Subject to these promotion terms and conditions, if you purchase a qualifying handset within the Promotion term, register within 10 days of the purchase date you then have a further 40 days to evaluate and return your purchase. If you are not completely satisfied you may return your product for a refund of the price paid up to the RRP of £399.
- 17. In order to qualify for the promotion you must register online at www.lovemekeepme.com within 10 days of the date on the receipt or invoice. The date on your invoice is counted as day 1 of the 10 day registration window.
- 18. If you are not satisfied within 40 days of your purchase, log back into www.lovemekeepme.com, give your bank details, print off your claim form and return your handset to us using a recorded delivery postal service.
- 19. Once a claim has been completed dispatch the handset to The Recycler. Returns must be received by the Recycler within 40 days from the date of purchase. Items received after this will not be accepted.
- 20. Proof of sending will not be accepted as proof of receipt. We are unable to accept hand delivery of returns.
- 21. If your claim is successful, then payment of the rebate will be made by bank transfer within 56 days of your claim being
- 22. Participants providing an incomplete claim form will be notified via email and offered the opportunity to provide the required items within seven days. If the participant still fails to comply with the terms and conditions, the claim will be refused.
- 23. Handsets returned damaged or with missing accessories will be revalued:

Missing Box minus £40 Missing Charger £60 Damaged Screen £150 Damaged Case £100

- 24. Only customers that register for Nokia Love Me Keep Me can subsequently claim should the product fail to meet the expectation of the customer.
- 25. If a registration or claim is refused, because the Terms of the offer have not been met, the promoter's decision is final.
- 26. Micro Peripherals Ltd reserves the right to gudit all requests to ensure that the terms and conditions of the promotion have been met and to request additional information regarding any and all claims and supporting documents.
- 27. All documentation submitted for this promotion becomes property of Micro Peripherals Ltd and will not be returned. Submission of false, incorrect, misleading or fraudulent documentation may result in disqualification from this promotion and future Micro Peripherals Ltd promotions and may result in the submitter being subject to prosecution.
- 28. Address for correspondence is: Love Me Keep Me, PO Box 487, Gateshead, NE8 9BQ
- 29. The Recycler: Love Me Keep Me, [TBC]

# Contact us

# lovemekeepme Exclusive offer on the Nokia Lumia 800



Receive a full refund if you are not completely satisfied with the performance of your phone

www.lovemekeepme.com



# How It Works

Congratulations on buying your new Lumia 800; we understand that choosing a new mobile phone can be a minefield of confusing jargon, technical terminology or simply there are too many different handsets to choose from. Taking this into account, we are that confident in the Nokia Lumia 800 handset that we are offering a full money back guarantee should you not be 100% satisfied with the performance of your new purchase. Simply follow the steps below to register your new Nokia Lumia handset today.

- Purchase your new qualifying Nokia Lumia 800 handset either in-store or on-line.
- Register your purchase within 10 days of the date on your receipt.
- 3 Use your new Nokia handset for up to 40 days.
- 4 If you are not completely satisfied with your phone's performance return it to us for a FULL refund!



## **FAQs**

#### Q. I have missed the window to register my product; can I do this after 10 days from my receipt/ invoice date?

A. No, you must register within the first 10 days from the date on your receipt/invoice

### Q. How can I submit my proof of purchase receipt/invoice?

A. There are two methods available to you for submitting your receipt/invoice
Upload a copy of your invoice/receipt during the online claim process
Email a copy of your invoice/receipt, along with your claim number, to help@lovemekeepme.com
from your computer or smart phone
Instructions of how to successfully complete your chosen method will be provided during the online
claim process.

#### Q. I am not satisfied with my handset and would like to make a claim; can I do this at any time during the promotional period?

A. Claims may be submitted no sooner than 10 days and no later than 40 days from the date on your receipt/invoice, Nokia would like you to give their product a fair trial.

#### Q. I am not satisfied with my handset and would like to make a claim; how do I do this?

A. You must visit the claim website and finish the claim process, including entering your bank details. Please allow 24 business hours for this process.

#### Q. I would like to make a claim, can I send the product straight back to you?

A. You have a 40 day window to return your product to us. This is between 10 and 40 days from the date of your receipt/ invoice. You must fill out a claim form online and return the product to the specified address.

#### Q. How do I locate the IMEI number for my new handset?

A. Go to IMEI number section on this website for full details of how to obtain this number – click here. Please note, our customer services department cannot assist with IMEI number queries.

# Q. I have missed the claim window, can I still claim after the 40 days from the date on my receipt/

A. No, claims must be submitted no sooner than 10 days and no later than 40 days from the date on your receipt/ invoice.

#### Q. How quickly will I receive my refund?

A. If your claim is successful and the product is returned as instructed, you will receive your refund by bank transfer within 56 days of your claim being validated.

#### Q. I have lost the original packaging and/or accessories; will I still get a full refund?

A. Products returned that are not in their original packaging, missing accessories or not in barely used condition may be subject to deductions to the refund amount.

#### Q. I have a question relating to Love Me Keep Me, who should I contact?

A. Please contact our Customer Services Department with all queries relating to the promotion. Email: help@lovemekeepme.com or telephone: 0843 308 7879 Local call rates apply, lines open Monday to Friday 9am to 5pm.