

REFER-A-FRIEND SCHEME



The SWS Refer-a-Friend Scheme rewards existing and new SWS Broadband customers with one month's free broadband service on successful installation and connection of a Referred Friend to the SWS Broadband network.

This offer is available to Referrals received between 24th June 2021 and 31st October 2021. Referrals received outside of this time period will not be considered.

1. Interpretation

In these Terms and Conditions:

- **SWS** means Secure Web Services Ltd
- **SWS Broadband** means the broadband services supplied by SWS
- **Friend** means the person, firm or organisation referred to SWS as a potential new subscriber to an SWS Broadband service who has not previously been referred by another person, company or organisation and is not previously known to SWS by any other means.
- **Contact Details** mean name, (organisation), address, telephone number and email address of the Friend.
- **Referrer, You, Your** mean a current SWS Broadband customer who provides a referral reference (RAF code) to a Friend or a Friend's contact details.
- **Reward** means one month's free service for both Referrer and Friend on successful installation and connection of a new SWS Broadband service.
- **Successful Referral** means a Referral which results in the installation and connection of at least a 12 Month SWS Broadband service.

Entrants into the Scheme shall be deemed to have accepted these Terms and Conditions.

Employees of SWS or their family members, or anyone else connected with the Scheme may not participate in the Scheme.

2. Qualification of the Reward to Referrers

- 2.1. This Scheme is open to all existing customers subscribing to an SWS Broadband service.
- 2.2. When a referral reference (Refer-a-Friend code/RAF code) is provided to SWS, SWS will qualify the referral.
- 2.3. Upon your Friend's successful installation and connection to an SWS Broadband service you will receive one month's free SWS Broadband service.
- 2.4. The Reward will be applied after both You and your Friend have paid for a minimum of one full month's service and only if payments made against your account are up to date (and you do not have an outstanding balance on your SWS account).
- 2.5. The Referrer Reward cannot be exchanged for a cash value.
- 2.6. The Referrer Reward cannot be transferred to another SWS Broadband customer.
- 2.7. There is no limit to the number of Referrals that can be submitted within the qualifying dates.

- 2.8. **Multiple Referral Rewards will be applied to your account on successive months.**
- 2.9. If you supply your Friend's information to SWS you must ensure that your Friend has given permission for you to do this and they understand that SWS will contact your Friend as if the information has been supplied by them.
- 2.10. If your Friend contacts SWS direct they must give us your unique Refer-a-Friend code in order for the referral to be tracked and rewards applied successfully.
- 2.11. **Refer-a-Friend references (RAF codes) cannot be applied retrospectively. They must be supplied by you or your Friend at initial enquiry.**

3. Qualification of the Rewards to Friends

- 3.1. When SWS receives an enquiry or Referral and a Refer-a-Friend reference (RAF code) is supplied SWS will determine the eligibility of the Friend to qualify for a Reward.
- 3.2. Qualifying Friends will be eligible for a Reward of one month's free SWS Broadband service upon successful installation and connection and after payment for their first full month's service has been received in full and there are no other outstanding invoices on their account.
- 3.3. Rewards cannot be claimed in conjunction with any other offer from SWS or for a free or discounted SWS Broadband service.
- 3.4. Rewards are limited to one per Friend.
- 3.5. Refer-a-Friend references (RAF codes) cannot be applied retrospectively. They must be supplied at initial enquiry.
- 3.6. SWS shall not be liable for any non-performance or delayed delivery of any Service where such non-performance or delay results from any failure, default or non-cooperation on the part of the Friend.
- 3.7. The Friend reward cannot be exchanged for a cash value.
- 3.8. The Friend reward cannot be transferred to another SWS Broadband customer.

4. General Terms and Conditions

- 4.1. SWS reserves the right to withdraw this Scheme, if, in our judgement, the Scheme is being abused. SWS also reserves the right to change or amend the Reward and structure of the offer at any time.
- 4.2. Any decision made by SWS with regards to this Scheme is final.
- 4.3. SWS accepts no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by you as a result of entering the Scheme or accepting the Reward.
- 4.4. SWS reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, this Scheme with or without prior notice due to reasons outside its control (including, without limitation, in the case of anticipated, suspected or actual fraud). The decision of SWS in all matters under its control is final and binding and no correspondence will be entered into.
- 4.5. SWS shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, inevitable accidents, supervening legislation or any other circumstances amounting to force majeure.
- 4.6. The Scheme will be governed by English law and entrants to the Scheme submit to the exclusive jurisdiction of the English courts.

Promoter: Secure Web Services Ltd, Appletree Cottage, Snailbeach, Shrewsbury, Shropshire, England, SY5 0NT (registered in England and Wales, Company No. 03923463)

Enquiries

If you have any further enquiries or concerns about our Privacy Policy please contact us via our [Contact page](#) or email support@swsbroadband.net