

# BT Shop Price Promise

To ensure you pay the best price possible for a new BT communication product\*, we have introduced the BT Shop Price Promise.



## The BT Shop Price Promise

Our promise to you is, if you purchase a BT communication product\* from the BT Shop at [www.bt.com/shop](http://www.bt.com/shop) and then within 7 days of your purchase, you find the same product advertised, in stock, new and unused and available immediately in any other UK high street or online retailer - we will refund you "double the difference". This refund will be in the form of a BT Shop voucher to be spent at the BT Shop anytime in the future.

## How to claim against the BT Shop Price Promise

If you believe you have found the same product, at a lower price within 7 days of your purchase from the BT Shop, simply fill in your details below (we will need all the information requested to process your claim) and post the completed form back to us at the address below.

Please be aware that in order to process your refund, we **must have** all the information requested including where you found the same product at a lower price and evidence of that price - eg a newspaper advertisement, promotional leaflet, digital photograph of point of sale display, screen grab, till receipt etc.

We will then confirm that all the conditions for a refund have been met before uploading your BT Shop voucher for "Double the Difference" to your BT Shop account.

\*Only applies to: BT Corded Phones, BT Digital Cordless Phones, BT Analogue Cordless Phones, BT Answering Machines, BT Walkie Talkies, BT Baby Monitors, BT DAB Radio, BT Fax Machines and BT Home Networking products. **BT home security products (BT Home Monitor VP1000) and accessories are excluded.**

BT reserves the right to validate this claim. Successful claimants will receive an email within 28 days confirming that a BT Shop voucher to the value of "double the difference" has been uploaded to their BT Shop account. All vouchers must be redeemed within 1 month of the date they were awarded otherwise will expire. Vouchers can only be spent online at [www.bt.com/shop](http://www.bt.com/shop) by the person to whom they were awarded. They are not transferable or exchangeable for cash. Unsuccessful customers will be contacted by email to state the reason why your claim was not successful. Terms and Conditions apply.

Please provide all the information requested

## Your contact details

Title: \_\_\_\_\_

Surname: \_\_\_\_\_

Full Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Email Address: \_\_\_\_\_

(This must be the email address associated with your BT Shop account)

## Your Order Details

(Can be found on the email confirmation of your order or your delivery note)

Order number: \_\_\_\_\_

Date of Order: \_\_\_\_\_

Name of Product purchased: \_\_\_\_\_

Price Paid for product: \_\_\_\_\_

(inc Vat, ex Postage)

## Details of the same product seen at a lower price

Place of Sale: \_\_\_\_\_

Link to web site/or full address and telephone number of shop: \_\_\_\_\_

Date: \_\_\_\_\_

Price of Product: \_\_\_\_\_

Proof of price difference: \_\_\_\_\_

(please provide details of what proof you are enclosing with this form)

If you have provided all the information required,  
please post this form to :

**Price Promise Claim**  
**The Customer Services Manager**  
**BT Shop, National Logistics Centre**  
**Wingates Industrial Estate,**  
**Westhoughton, Bolton, BL5 3XU**

