

Terms & Conditions

AO DIGITAL REWARD CARD TERMS AND CONDITIONS

When spending an AO Digital Reward Card you accept the terms and conditions below:

1. AO Digital Reward Cards awarded when buying a qualifying purchase on ao-mobile.com are managed by our rewards partner, Jigsaw Business Solutions Ltd ("**Jigsaw**"), a company incorporated under the laws of England and Wales with registration number 08663917, whose registered office is at Battersea Studios, 80 Silverthorne Road, London, SW8 3HE
2. Each transaction is subject to various fraud checks and AO.com reserves the right to refuse an order if the payment is subject to additional verification or scrutiny or for any other reason, without providing explanation.
3. AO Digital Reward Cards will be sent to the email address stated in the individual order following the qualifying period.
4. Provided you do not cancel your Pay Monthly contract within your 14-day change of mind grace period or return your phone within 30 days due to it being faulty, you will automatically receive the AO Digital Reward Card by email following this 30-day period. If you do not receive your AO Digital Reward Card within 5 days of this grace period ending, please contact 03338 000 444
5. The value of your AO Digital Reward Card is specific to the deal you selected on AO Mobile and is available to view on your confirmation email.
6. Where possible Jigsaw will try to meet all delivery requirements but neither Jigsaw nor AO shall be liable for any loss incurred either directly or indirectly by failure to meet the requested delivery date. 'Loss' in this instance includes any loss of profit, costs, damages, charges, other expenses, consequential losses and non-financial losses.
7. Risk will pass to the customer upon delivery. Neither Jigsaw nor AO has any liability for lost, stolen or damaged AO Digital Reward Cards once risk has passed to the customer at time of email delivery.
8. AO Digital Reward Cards cannot be returned or refunded, except in accordance with your legal statutory rights.
9. Jigsaw is not directly linked to AO or any AO company and Jigsaw cannot take responsibility for products and services offered by AO or AO Mobile companies. In addition, AO shall not be responsible for services offered by Jigsaw and its associated companies.
10. The collection and management of your credit card data and personal information which is collected, processed and managed is solely used for sending and managing the reward and to authorise payment. Privacy Policy can be found [here](#)
11. AO Digital Reward Card values should be checked immediately upon receipt. Any discrepancies must be notified immediately to AO Customer Service by calling 03338 000 444 or email customerservices@ao-mobile.com. Neither AO nor Jigsaw can be held responsible for any shortage or loss of any AO Digital Reward Cards not notified to Jigsaw within 14 working days of email delivery, or the specified delivery date in respect of lost cards.
12. Top up payments can be added to the AO Digital Reward Card. Your credit/debit card statement will read "AO Digital Reward Card.
13. Jigsaw cannot be held responsible for failure to meet its service obligations when any failure is brought about due to a cause totally beyond its reasonable control, for example: acts of God, trade disputes; governmental intervention, fire, flood, and disruption to computer and IT infrastructure.
14. Breach of these terms and conditions by you will entitle Jigsaw and/or AO to seek the appropriate legal remedy available for injunction, damages or otherwise.
15. Whilst the contents of the website are checked for accuracy, Jigsaw cannot be held responsible for omissions or errors or any statements made on the site. Nor is Jigsaw responsible for any losses incurred if information is used from the website or if accessing the site may result in viruses to your computer equipment.
16. The images on the website including trademarks can only be used with the permission of the owner.
17. As a UK registered company any disputes with AO and/or Jigsaw will be subject to resolution under English Law and subject to the exclusive jurisdiction of the courts of England and Wales.

Spending your AO Digital Reward Card:

18. AO Digital Reward Cards are redeemable online at ao.com, they can be used for products or services purchased.
19. When redeeming, follow the payment options to 'Pay With Card' as you would a normal debit card. Select 'Mastercard' and enter the 16-digit card number and expiry date from the front of the card, and the security code on the back of the card at the checkout.
20. AO Digital Reward Cards cannot be exchanged for cash and is non-transferable.
21. If your AO basket value is less than the balance of your AO Digital Reward Card, the remaining balance will stay on the card until you use it again, or upon the expiry date of the card.
22. AO Digital Reward Cards cannot be returned or refunded, except in accordance with your statutory legal rights.
23. All refunds of goods or services purchased with an AO Digital Reward Card will be made in accordance with AO's refund policy. Any refunded amount will be credited to the AO Digital Reward Card used to make the original purchase (or a new AO Digital Reward Card will be issued if the original card has expired) and will not be given in cash. If you topped up the reward card with additional funds, we can refund this value back to the original payment method if it is unused.
24. AO Digital Reward Cards should be treated like cash. They will not be replaced if lost, stolen or damaged. AO Digital Reward Cards are not a cheque guarantee, credit or charge card.
25. The initial value of your AO Digital Reward Card value awarded from a qualifying purchase from AO Mobile will expire after 6 months from the date of issuing your digital reward card via email.
26. When your AO Digital Reward Card expires with a balance remaining that you added on top of the original issued amount of your AO Digital Reward Card, you can call 03338 000 444 or email customerservices@ao-mobile.com and request for any additional balance or refund balance that remained on expiry to be re-issued onto a new AO Digital Card or refund issued on to the original payment card used. Subject to routine security checks. The original reward issued by aomobile.com will expire at this point and cannot be used to purchase products or services from ao.com
27. AO Digital Reward Card balances can be checked by calling customer services on 03338 000 444
28. AO may discontinue an AO Digital Reward Card at any time if in AO's discretion it deems such action necessary.

General Terms:

29. AO Digital Reward Cards are issued by and remain the property of AO PLC,
30. AO may amend the terms and conditions at any time without notice. Nothing in these terms and conditions affects your statutory rights.