

Your Sky Mobile order confirmation

Sky <sky@notifications.contact.sky>

Wed 28/04/2021 20:45

To: wazuptacomani@msn.com <wazuptacomani@msn.com>

Your Sky Mobile order

Hello Craig,

Great news - your new device will be delivered soon by courier to 26 VIKING PLACE, PORTLETHEN, ABERDEEN, AB12 4RN. You'll receive text and email updates from the courier about your delivery, so keep an eye out for these. We've included a new SIM in case you need a different size for your new device. If not, continue to use your current SIM.

Your swap information

You have chosen to Swap your **Samsung Galaxy S10+ 128GB Prism White**

Current outstanding balance on CCA	£180.00
Estimated value of your old device	£90.00

The estimated remaining balance on your CCA is: £90.00

If the confirmed value of your old device is lower than the current outstanding balance on your CCA following the completion of your swap, the remaining balance left to pay will be added in full to your next bill.

If the confirmed value is more than the current outstanding balance then we'll credit the difference onto your next bill.

This is based on what you've told us about your old device. Once we've received it and completed our checks we can then confirm the value for your old device.

How to complete your swap

Your new device will arrive with some posting instructions and pre-paid packaging for you to send your old device back to us.

So that we can complete your device swap quickly, you'll need to:

- Follow the posting instructions to get your old device ready to swap
- Pack it up in the packaging provided
- Post it at your local post office and keep your proof of postage

The pre-paid packaging provided insures your device for up to £100. If you feel your device is worth more than that, we recommend you post it via Royal Mail Special Delivery Guaranteed which insures your device for up to £500.

You need to send your old device back to us within 14 days of your new device delivery for us to complete your swap, otherwise your request will be cancelled, and you'll have to raise this again. You can see how this works in [My Account](#)

If any of the steps aren't completed correctly, we may have to send your device back to you.

For more information on swap, go to [My Account](#)

If you have mobile device insurance, you need to check your policy as you may have to inform your insurers of this change.

Put a few minutes aside to read some important information

To see your Sky Mobile contract(s) for this order, either head to [My Sky](#) (with your Sky iD) or ask us to send you a [paper copy](#) (only parts B and C apply to your device order. Your contract for your existing SIM and/or device is staying the same).

Your signed credit agreement(s) can be found in [My Sky](#).

The Sky Team

Here's what you've ordered

You're swapping your old device for your new device

	Total device cost
Samsung Galaxy S21 Ultra 5G Silver 256GB	£1464.00

As you've chosen to swap your old device, we will apply the confirmed value of your old device as a credit on your Sky Mobile bill once your swap is completed.

As you have chosen to swap your old device, we'll apply your confirmed swap value

against your old credit agreement. If there is damage to your device, this may mean the credit we apply is not enough to repay your old credit agreement in full and you will have to pay any balance as a one-off payment on your next bill.

You can pay any difference by credit or debit card in advance of your next bill being generated.

You've chosen to pay the total of £1464.00 over 36 months by Direct Debit, as per your credit agreement.

Once we've completed your swap, your old credit agreement will be reduced by the value we confirm for your old device.

We want to make you aware that until your swap is completed, you'll have two credit agreements running for your old and new device.

After, 24 months you can choose to swap your new device to the latest model. If you choose not to swap, we may adjust your monthly payments after this time.

You may be able to swap your device earlier than this. Please visit [here](#) for more details

Your monthly device cost

For the first 24 months	£46.00
For the following 12 months	£30.00

If there is any additional information that you'd like to inform us of in connection with your Sky Mobile service, please get in touch with us at 03337 594 836.

A few important legal bits

A 12 month minimum term applies to your Sky Mobile service.

With Unlimited Calls and Texts you get unlimited calls to UK 01, 02 or 03 and UK mobile numbers, plus unlimited texts to UK mobiles (excludes Isle of Man, indirect access and 070/076 numbers). Subject to acceptable use policy. This recurring optional extra stays on your account each month until you cancel it.

With our International Calls and Texts Saver you get discounted rates for calls and texts to over 60 popular International destinations (to both landline and mobile numbers). This recurring optional extra stays on your account each month until you cancel it. Full details are available at sky.com/mobiletariffguide.

If you have chosen to receive your bill as a paper statement there is a charge totalling £1.75 per month for this service.

The access charge for calls to 0845, 0870 and other 'service numbers' is 45p a minute.

5G is available with compatible 5G devices and in 5G coverage areas. See if you're in a 5G area using our coverage checker or find out more information about 5G at sky.com/5G

If you add 5G and are in a 5G coverage area but don't own a 5G handset, the quality of your 4G service will be affected.

What if I change my mind?

If you decide to cancel your device(s) order or your credit agreement(s), full details of your cancellation rights and how to cancel can be found in your contracts.

If you bought multiple items as part of a package, you may be required to return all items in the package.

Product warranties

If your new device and/or accessory comes with a warranty or guarantee from the manufacturer and you need to use this, we will help you do so. Details of warranties and guarantees offered by manufacturers are available on request.

If you want to know more about keeping your children safe online, Internet Matters is here to bring you information, advice and support.

This email was sent to wazuptacoman@msn.com.

Please add sky@skymail.sky.com to your address book or safe sender list. This email was sent to you by ©Sky UK Ltd 2017.

Sky UK Limited (company number: 02906991) and Sky Subscribers Services Limited (company number: 02340150), Grant Way, Isleworth, Middlesex, TW7 5QD. Sky Subscribers Services Limited is an appointed representative of Sky UK Limited which is authorised and regulated by the Financial Conduct Authority.
[Privacy Policy](#)

Mix: Downgrades effective month following selection.

MOB1200