

Rewild Mobile Terms of Use

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Rewild Communications Ltd t/a Rewild Mobile · Company No. 16839349 · 167–169 Great Portland Street, 5th Floor, London, W1W 5PF · rewildmobile.com

1. About Rewild

1.1 Rewild Communications Ltd ("we", "us", "Rewild", "Rewild Mobile") provides mobile SIM and travel SIM services to customers in the United Kingdom and supported international destinations.

1.2 When you sign up, you enter a contract with Rewild Communications Ltd, registered in England and Wales (Company No. 16839349).

1.3 You must be 18 years or older to open an account with us.

2. How to contact us

2.1 The easiest way to reach us is through your Rewild account or our [support page](#). You can also email us at support@rewildmobile.com.

2.2 If we need to contact you, we will use the email address or contact details linked to your account.

3. Definitions

3.1 "Everyday SIM" means a Rewild Mobile UK SIM or eSIM intended for ongoing domestic mobile service use.

3.2 "Travel SIM" means a prepaid SIM or eSIM product intended for use in supported destinations or regions selected during purchase.

3.3 "Account Administrator" means the person who places the order and manages the account.

4. Your account

4.1 The person who places the order becomes the Account Administrator.

4.2 The Account Administrator may add, remove, assign, or manage users and SIMs linked to the account.

4.3 Users assigned to a SIM may receive their own login and dashboard access to manage their individual SIM, settings, and services where available.

4.4 The Account Administrator retains overarching control of the account and may manage, suspend, reassign, activate, or deactivate SIMs and user access linked to the account.

4.5 The Account Administrator is responsible for all charges, activity, and management actions carried out under the account, including activity performed by linked users.

4.6 Any user linked to the account, not only the Account Administrator, may place orders on the account. This includes ordering new SIMs and eSIMs, changing or adding plans, purchasing add-ons, and buying Travel SIM products.

4.7 The Account Administrator authorises, and is fully responsible for paying, all orders and charges placed by any linked user on the account. It is the Account Administrator's responsibility to manage and monitor the activity of all users linked to the account, including the access those users are given.

4.8 Charges will not be cancelled, refunded, or written off solely on the basis that an order was placed by a linked user rather than by the Account Administrator.

5. Your plans and pricing

5.1 We offer:

- 30-day rolling plans
- 12-month plans
- 24-month plans
- Travel SIM products

5.2 Prices, promotions, and plan availability may vary depending on where you signed up for the service.

5.3 The pricing and terms shown during sign-up apply to your selected plan.

6. Cooling-off rights

6.1 You have a 14-day cooling-off period starting the day after placing your order.

6.2 By activating your SIM or Travel SIM, you request immediate access to mobile services and acknowledge that your service begins immediately upon activation.

6.3 Once activated, applicable charges become payable in full and refunds are not generally available.

7. Ordering, setup and activation

7.1 Customers must complete setup through the Rewild dashboard.

7.2 The setup guide applies to both Everyday SIM and Travel SIM products.

7.3 Everyday SIM customers may choose between an eSIM or physical SIM during checkout.

7.4 Shipping charges apply for each physical SIM ordered.

7.5 eSIM QR codes and installation details are accessed through the Rewild dashboard.

8. Everyday SIM services

8.1 Everyday SIM services are provided using partner mobile network infrastructure including Three and Vodafone coverage infrastructure.

8.2 Coverage, speeds, and service quality may vary depending on your location, device, local environment, and network conditions.

8.3 Customers are responsible for checking expected network coverage before ordering.

8.4 Once an Everyday SIM has been activated, refunds are not generally available solely because coverage or signal quality does not meet expectations in a particular area.

9. Travel SIM services

9.1 Travel SIMs are intended for use only in supported destinations selected during purchase.

9.2 Customers are responsible for selecting the correct destination or region.

9.3 Once a Travel SIM has been activated, refunds are not available where the incorrect destination or region was selected during purchase.

10. Roaming and fair use

10.1 EU roaming on your Everyday SIM is intended for periodic travel, such as holidays and short trips, not for permanent or mainly-abroad use.

10.2 Fair use limits apply to roaming, including a data cap on Unlimited plans (see our price list). If your usage suggests you are living or mainly using your SIM abroad rather than in the UK, we may contact you, apply additional charges, or limit or suspend roaming.

10.3 For longer trips or heavier data use abroad, a Rewild Travel SIM is usually better value, and we would always point you there first.

11. Payment and billing

11.1 Billing begins when you place your order unless otherwise stated.

11.2 If payment remains unpaid after notice periods, your service may be restricted or disconnected.

11.3 You are billed in full from the date you sign up. Your first payment is taken when you place your order and covers your first billing period. Charges are not pro-rated, so you pay the full amount even if you order partway through a month.

11.4 After your first payment, we bill on the 1st of each month. Your next bill will fall on the 1st even if only a short time has passed since you signed up. For example, if you order on the 25th, you pay in full when you order, and you are billed again on the 1st.

11.5 We bill this way because your full monthly data allowance is available as soon as you activate. On smaller plans such as 4GB or 10GB, that allowance can be used up quickly, so

each billing period is charged in full rather than pro-rated or refunded.

12. Acceptable use

12.1 You must not use our services for anything unlawful or fraudulent, to send spam, nuisance, or bulk or automated calls or messages, to harass, threaten, or abuse others, to resell our services without our written agreement, or in any way that harms our network or affects other customers.

12.2 If we reasonably believe your use breaches this section, we may restrict, suspend, or end your service, and where necessary withdraw your number, having tried to contact you first where we can.

12.3 If you or your number appears on a recognised consumer protection or fraud prevention list, we may end your service and withdraw your number.

13. Service, interruptions and network management

13.1 We work hard to keep your service running, but we cannot promise it will always be available everywhere. Coverage and speeds vary, and service may occasionally be interrupted.

13.2 We may suspend the service to carry out maintenance or upgrades, to deal with problems, or where required by law or our regulators. We will give you notice where we reasonably can, unless it is an emergency.

13.3 At times of high demand or congestion, we may manage traffic and adjust speeds to keep the network working for everyone.

13.4 We are not responsible for interruptions caused by events outside our reasonable control, but we will always try to keep any disruption to a minimum.

13.5 If you make calls over WiFi or the internet, for example using calling apps, the emergency services may not be able to identify your location. To make sure they can find you, use your normal mobile signal to call the emergency services.

14. Price changes

14.1 The price you sign up to for a fixed-term plan will not increase during your minimum contract term unless required by law or regulation.

14.2 Prices for 30-day rolling plans, add-ons, Travel SIM products, roaming services, and out-of-contract services may change from time to time.

14.3 We will provide reasonable notice of pricing changes where required.

15. Leaving us and number transfers

15.1 If you ask us to fully close your account before a number transfer completes, any pending PAC or porting request may fail or be cancelled automatically.

16. Our responsibility to you

16.1 Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited or excluded under law.

16.2 If you are a consumer, these Terms do not affect your legal rights. Where our service or a product is faulty or not as described, you have rights under consumer law that stand alongside these Terms.

16.3 If you are a business customer, we are not liable for loss of profits, revenue, business, anticipated savings, or reputation, or for any indirect or consequential loss.

17. Changes to these terms

17.1 We may update these Terms from time to time, for example to reflect changes in our services, or in law or regulation.

17.2 Where a change is material and affects you, we will give you reasonable notice. The latest version will always be available on our website.

18. Complaints and ADR

18.1 If you are unhappy with our service, please contact us at complaints@rewildmobile.com or through our [support page](#). We will handle your complaint under our [Complaints Code](#), which explains the steps we take and how long each should take.

18.2 If we cannot resolve your complaint within 8 weeks, or if we issue a deadlock letter, you may escalate your complaint to CISAS (the Communications and Internet Services Adjudication Scheme). CISAS is free for you to use, and using it does not affect your right to take legal action.

19. Governing law

19.1 These Terms are governed by the laws of England and Wales.