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. You can cancel for any reason during this time.

6.2 By placing your order and activating your SIM or Travel SIM, you ask us to start your service straight away, during the cooling-off period, and you acknowledge that your service begins immediately.

6.3 If you cancel within the cooling-off period, we will refund what you have paid, less a proportionate amount for the service provided up to the date you told us you wanted to cancel, and any charges for usage outside your plan allowance, such as roaming or add-ons. We will make the refund within 14 days of you telling us, using the payment method you used to pay.

6.4 To cancel within the cooling-off period, contact us through our support page or email support@rewildmobile.com. You can also use the model cancellation form at the end of these Terms, but you do not have to.

6.5 Once the cooling-off period has ended, no refund is due, as set out in clause 11.7.

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 and are available as soon as your order is complete.

7.6 Physical SIMs are sent by Royal Mail to the delivery address you give us at checkout, and we keep proof of postage for every SIM we send. Please make sure your delivery address is correct, as we are not responsible for SIMs sent to an incorrect address you have given us.

7.7 Physical SIMs usually arrive within 2 to 5 working days. If your SIM has not arrived within 10 working days of your order, please let us know straight away and we will send you a replacement free of charge.

7.8 You must tell us that your SIM has not arrived within 30 days of your order. If you do not tell us within that time and we hold proof of postage, we will treat your SIM as delivered. Your plan charges will continue to apply as set out in clause 11.8, and we will not refund charges for past months on the basis that your SIM was not received.

7.9 Your first SIM or eSIM is included with your plan. If you need a replacement or extra eSIM after your first eSIM has been installed, for example because you have changed phone or deleted it, each one costs £1.50. If you need a replacement or extra physical SIM after your first one, each one costs £1.50 plus the delivery charge. Current prices are shown in our price list.

7.10 We will not charge for a replacement if your SIM or eSIM is faulty, if it did not arrive and you told us within the time set out in clause 7.8, or if the replacement is needed because of a problem on our side.

8. Everyday SIM services

8.1 Everyday SIM services are provided on the Three network.

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 Your first payment is taken when you place your order and covers the rest of that calendar month. If you join between the 1st and the 24th of the month, you pay the full monthly price for that month. If you join on or after the 25th, you only pay for the days left in that month.

11.4 After your first payment, we bill the full monthly price on the 1st of each month. For example, if you join on the 10th, you pay the full monthly price when you order and are billed again on the 1st. If you join on the 27th, you pay for the days left in that month when you order, and are billed the full monthly price on the 1st.

11.5 Your full monthly data allowance is available as soon as you activate, whichever day you join. Apart from your first payment if you join on or after the 25th, each month is charged in full and is not pro-rated or refunded.

11.6 If your payment fails during monthly collection, we will add a £6.00 late payment fee to your account. This covers the costs we incur when a payment fails. It is charged once for each failed monthly payment, not for each attempt we make to collect it.

11.7 Refunds. If you cancel within your 14-day cooling-off period, we will refund you as set out in clause 6.3. Outside the cooling-off period, no refund is due. This applies whether you are on a 30-day rolling plan or a 12 or 24 month plan.

11.8 Charges if you do not use your service. Your plan, number and allowance are active and available to you from the date set out in clause 11.1, and we pay our network partners to keep them running. Your charges apply each month whether or not you activate your SIM or use your service, and we will not refund charges for past months because the service was not used. If you no longer want your service, it is your responsibility to cancel it as set out in clause 15.

11.9 Nothing in clauses 11.7 or 11.8 affects your legal rights, for example where our service is faulty or not available because of a problem on our side (see clause 16.2).

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 give you at least one month's notice of any price change that affects you, and you may have the right to leave without early exit charges, as set out in clause 17.2.

15. Leaving us and number transfers

15.1 You can cancel your service at any time by contacting us through our support page or by emailing support@rewildmobile.com.

15.2 Because each month is paid in advance, when you cancel you can choose to either:

- keep your service until the end of the month you have already paid for, after which it will end; or
- end your service straight away.

15.3 Either way, the charge for the month you have already paid for is not refunded, and no further monthly charges will be taken after your service ends. This applies to all plans, unless you are within your cooling-off period (see clause 6).

15.4 If you are on a 12 or 24 month plan and want to leave before your minimum term ends, please contact us and we will confirm the position on your account before your service ends.

15.5 If you want to keep your number, ask your new provider to arrange the transfer, or text PAC to 65075 to get your PAC code. Your Rewild service will end when the transfer completes. 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 affects you, we will tell you at least one month before it takes effect. If the change is not exclusively to your benefit, you can end your contract without paying any early exit charges by telling us within one month of our notice. The latest version will always be available on our website.

17.3 This version of our Terms applies to all customers from 1 October 2026.

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.

Model cancellation form

Complete and return this form only if you want to cancel your contract within the cooling-off period. You can email it to support@rewildmobile.com.

To: Rewild Communications Ltd, 167-169 Great Portland Street, Fifth Floor, London W1W 5PF. Email: support@rewildmobile.com

I/We hereby give notice that I/We cancel my/our contract for the supply of the following service: [ ]

Ordered on: [ ]

Name of customer(s): [ ]

Address of customer(s): [ ]

Signature of customer(s) (only if this form is sent on paper): [ ]

Date: [ ]