

Fibrus – ‘Refer a Friend’ Customer Promotion

Effective 1 September 2024 to 31 August 2025 (both dates inclusive)

Terms & Conditions

The following conditions will apply to the ‘Refer a Friend’ promotion:

1. The promotion is open to any current Fibrus customer (**you**) referring a friend or family member (the **referent**) who becomes a Fibrus broadband customer, during the promotion period.
2. Provided you and the referent satisfy these terms & conditions, you will each receive a £50 Amazon digital gift card.
3. You can introduce as many referents as you wish, but you cannot refer yourself or your household.
4. The offer is limited to one Amazon digital gift card for you and the referent per broadband connection. Where more than one customer makes the same referral, only the customer who first made the referral will qualify for the Amazon digital gift card.
5. On the date the referent qualifies for their Amazon digital gift card, for you to qualify for your Amazon digital gift card voucher you must be a connected Fibrus customer, your account must not be in arrears, and you must not be in breach of any contractual obligations to Fibrus.
6. The referent (and their household) must be a bona fide new (first time) customer and must not have been a Fibrus customer in the 12 months prior to their referral.
7. Our broadband packages and services are listed on our website at <https://fibrus.com/>. It is worth first checking to make sure the referent can receive Fibrus broadband.
8. Please note that Fibrus’ Full Fibre Essential package is excluded from this promotion.
9. You must make the referral via the dedicated ‘Refer a Friend’ web page (www.fibrus.com/refer), which you will require an access code which is available from Fibrus on 02890993230.
10. To refer a friend or family member, you will need to enter their name, postcode, house number, mobile phone number and email address. You must have the referent’s permission to give us this information so that we can contact them to sign them up for our products and services. Before making a referral, please direct the referent to our Processing Notice at: <https://www.fibrus.com/privacy>.
11. The referent must follow the instructions outlined in the follow up communications from Fibrus and wait until they are contacted by Fibrus to complete their broadband order.
12. If you make a referral, or the referent places an order, outside the stipulated process then the offer for both parties will be invalidated.
13. The referent must not have cancelled their Fibrus contract during the 14-day cooling-off period following activation of their broadband services.
14. Fibrus will email the Amazon digital gift card to you/the referent once the qualifying conditions above have been satisfied. This will happen within 8 weeks of activation.
15. Help and guidance about how to activate and spend your Amazon digital gift card, frequently asked questions and your card terms & conditions can be found at www.amazon.co.uk.
16. No cash alternative is offered in place of the Amazon digital gift card.
17. This referral scheme cannot be used in conjunction any other friends & family referral scheme operated by the business.
18. If the promotion is no longer valid when the referent becomes a Fibrus customer, then no Amazon digital gift card will be available to either you or the referent.