

Daisy Mobile Broadband

Terms and Conditions of Use

1. Prices and promotions are correct at time of going to press, but may change at any time.
2. Any offer is subject to a minimum contract term of 24 months from date of connection as stated in your price agreement during which time you must pay the line rental and other charges.
3. Daisy's billing system measures data usage by 1byte steps. If you exceed your monthly data allowance by 1 byte, a charge will apply.
4. A use limit for Mobile Broadband 5 Gigabytes – 5 Gigabytes of data a month (UK only) applies. If this limit is exceeded a charge of £15 per Gigabyte will become due.
5. Inclusive monthly allowances for Mobile Broadband 5 Gigabytes can be used in the UK only
6. Mobile Broadband devices are compatible with Windows XP and Vista operating systems and MAC OS (some systems may require additional drivers).
7. Maximum speeds of up to 7.2Mbps (dependent upon device) are available in selected areas of the UK within Vodafone's HSAPA network in the UK. Service limitations and terms apply.
8. Daisy reserves the right to block access to this service if, in it's reasonable opinion the service is being used for purposes other than those intended.
9. Data access whilst abroad is available with selected price plans.
10. All data whilst roaming is recorded in GMT. Charging periods will start and run in GMT regardless of which time zone you may be in when accessing data.
11. All Mobile Broadband Business price plans are subject to a fair usage policy to ensure fast and reliable service is for all our customers. Mobile Broadband Business and Mobile Broadband Business Travel price plans are subject to a 5Gigabyte UK fair usage policy.
12. 24-hour UK sessions are subject to 500MB fair usage policy.
13. 24-hour roaming sessions are subject to 50MB fair usage policy.
14. All devices and accessories supplied by the company include a warranty period of 1 year subject to being used in accordance with manufacturer's instructions.
15. Daisy will replace any device within 40 days that becomes faulty from the first date supplied or with the same fault on 3 or more occasions within first 12 months of contract.
16. Should the repair centre identify the device is faulty due to physical damage, an estimate will be raised and accepted before any repair is carried out.
17. If the supplier agrees to fix a fault that is caused by the customer or that otherwise falls outside the responsibility of the supplier or where no fault is found the supplier may make charge which the customer agrees to pay for any work that the supplier has undertaken at its applicable man hour rate.
18. Daisy cannot accept liability for any lost or stolen goods whilst in transit. Product will be despatched 24 hours after order being accepted. (3 working days should be allowed for delivery.)
19. Product will be activated approximately 24 hours after order processed subject to network or internal system capacity.
20. Daisy reserve the right to substitute the physical product with one of equal or better specification dependent upon availability.
21. All prices exclude VAT.
22. Any unused monthly data allowance cannot be carried over to the next month.