

**TERMS AND CONDITIONS**  
**FOR STAFF**  
**SUPERDRUG MOBILE REFER-A-FRIEND PROMOTION**  
**(valid from 18 June 2025)**

1. **Promoter:** Superdrug Stores plc, trading as Superdrug Mobile, (company no. 00807043) registered at 51 Sydenham Road, Croydon, Surrey, CR0 2EU, United Kingdom.
2. **Promotional Offer:** Existing Superdrug Mobile customers who are not Superdrug staff can receive 20% off the standard price of a monthly SIM only plan with either 30GB or unlimited data (each an “**Eligible Plan**”) (the “**Promotional Offer**”) for three consecutive months by referring a friend to Superdrug Mobile. To qualify, the referred friend must purchase an Eligible Plan using the existing customer’s unique referral link, activate their SIM, and successfully renew their plan after the first month. Once these conditions are met, both the existing customer and the referred friend will receive 20% off their Eligible Plan for the next three consecutive months (the “**Promotional Price**”).
  - 2.1 **For Superdrug staff:** Staff members are not eligible to receive any reward from this promotion. Staff may share referral links with friends, and the friend will receive the reward if they complete the qualifying steps. However, staff will not receive any discount or reward under this offer. Any attempt by staff to claim the reward for themselves will be considered gross misconduct and subject to disciplinary action.
3. **Dates:** The Promotional Offer will start from 00:00 GMT 18 June 2025 (the “Promotion Period”), but may be withdrawn, amended, or extended at any time and without notice (see Section 11 regarding variations to these terms and conditions).
4. **Eligibility:** An “**Existing Customer**” is defined as someone who has an active Superdrug Mobile plan and complies with the [Superdrug Mobile Terms and Conditions](#). For this staff-specific T&C’s, **Existing Customers** who are employees of Superdrug Mobile or Superdrug Stores plc are considered **Staff** and are **not eligible** to receive rewards themselves.
  - 4.1 Staff may refer friends who:
    - a. Are UK residents
    - b. Are aged 18 or over





- c. Are not already Superdrug Mobile customers

4.2 **Staff Restrictions:** Superdrug Mobile staff members are **not permitted to refer other staff members** under this promotion. Any referrals identified as being made by staff to other staff will be disqualified, and no rewards will be granted to either party.

4.3 Each referral will be referred to as a “**Friend**” who takes out a Superdrug Mobile plan. Specific steps and terms must be completed by both the **Existing Customer** (if non-staff) and **Friend** for the referral to qualify for a Reward. Referrals made fraudulently, in bad faith, or contrary to the spirit of this Promotion may be disqualified. Rewards may be withheld or withdrawn.

#### 5. How to Refer a Friend (Existing Customer):

- a. After activation of a Superdrug Mobile plan, you may refer a Friend by generating a unique referral link.
- b. [Log in](#) to your account, navigate to the ‘**Referrals**’ section, and generate a **Referral Link**.
- c. Share this **Referral Link** with your Friend.
- d. The **Referral Link** is for one-time use only, valid for 90 days. If expired, generate a new one.
- e. Staff may share **Referral Links** with their personal friends; however, staff will not receive rewards for any referrals.

5.1 Staff members must not use their referral links to refer other Superdrug staff. Referrals made to staff will be invalid and rewards will be withheld.

#### 6. How to Accept a Referral (Friend):

6.1 To accept a referral and unlock a reward (if applicable) for both you and the referring Existing Customer (if non-staff), you must complete one of the journeys below using the Referral Link provided.

##### 6.2 Journey A: Purchase a SIM Online

- a. Click on the Referral Link sent by the Existing Customer. It must not be shared publicly.
- b. Create a Superdrug account or log in if you already have one.





- c. Select '**Buy a SIM**' and complete your purchase with your preferred plan. Your SIM will be delivered in 2–3 working days.
- d. Activate your SIM by following the provided steps. Once activation is complete, the reward will be applied, subject to conditions.

### 6.3 Journey B: SIM Already Purchased In-Store

- a. Click the Referral Link and log in or create an account.
- b. Click '**Activate SIM**' and enter your activation code.
- c. Select your plan and complete activation. Reward will be applied after conditions are met.

6.4 Referral Links must be used during the Promotion Period. Activations or purchases outside this period may not qualify.

6.5 Both the Friend and the referring Existing Customer (if non-staff) must remain active customers without cancellations or pauses until after the Friend's first monthly renewal. Auto-renew is recommended.

6.6 Completion of these steps constitutes a "**Qualifying Acceptance.**"

6.7 The reward will be applied according to Section 7.

6.8 After completion, the Friend becomes an Existing Customer and may refer others (if not staff).

6.9 If the Friend renews but the referrer is no longer active at renewal, the reward is still eligible for the Friend.

### 7. Reward:

7.1 When a non-staff Existing Customer refers a Friend, both receive 20% off their plan for 3 consecutive months starting from the Friend's first monthly renewal after activation.

7.2 When a Superdrug staff member refers a Friend, only the Friend receives 20% off their plan for 3 consecutive months. The staff member does not receive any reward.

7.3 **Gross Misconduct Notice:** Staff attempting to claim the reward for themselves will face disciplinary action, including potential dismissal.



7.4 Any referral made by a staff member to another staff member will be disqualified, and no rewards will be applied to either party.

**7.5 Worked Example (Non-staff Referrer):**

- Susan (non-staff) activates a 30GB plan costing £10/month on 1 July 2025.
- She generates a Referral Link on 15 July and shares it with Darren.
- Darren activates an Unlimited plan costing £20 on 20 July and renews on 24 August, completing **Qualifying Acceptance**.
- Both get 20% off for 3 months starting next renewal after Darren's first:
- Darren: £20 → £16 from 23 Sept to 22 Dec.
- Susan: £10 → £8 from 30 Sept to 29 Dec.

**7.6 Worked Example (Staff Referrer):**

- A Superdrug staff member shares a Referral Link with Darren.
- Darren activates and renews an Unlimited plan on same dates.
- Darren receives 20% off for 3 months, but staff member receives no reward.

**8. Referral Activity Dashboard:**

8.1 Existing Customers access their referral dashboard via their online account.

8.2 The dashboard shows Pending, Earned, and Redeemed rewards.

8.3 Staff can also view referral activity but will not have rewards applied.

8.4 Questions about the dashboard can be directed to customer support.





**9 Privacy:** To administer and facilitate the Promotion and fulfil any Rewards, we will process your personal information internally. By participating in this Promotion, you consent to the use and sharing of your personal data for these purposes in accordance with our Privacy Policy. If you withdraw your consent by contacting us at [DPA@SuperdrugMobile.co.uk](mailto:DPA@SuperdrugMobile.co.uk), you understand that you will forfeit your eligibility to receive the Reward.

**10. Governing law:** These Terms and Conditions shall be governed by and construed in accordance with English law, except where you reside in Scotland, in which case Scottish law applies as required by law. Any legal action relating to these Terms must be brought in a UK court.

**11. Variation to these terms:** We reserve the right to amend, withdraw, or otherwise vary these Terms at any time. Any such changes will be updated on our website. If the Promotion is withdrawn entirely, any Rewards due for Qualifying Acceptances made prior to withdrawal will still be honoured.

