

TERMS AND CONDITIONS FOR:

Receive a free Artiscent gift set (product codes 842424 & 842425) when you purchase a Superdrug Mobile SIM (valid from 15 July 2026 to 11 August 2026)

1. Promoter: Superdrug Stores plc, trading as Superdrug Mobile, company number 00807043, registered office at 51 Sydenham Road, Croydon, Surrey, CR0 2EU, United Kingdom (the “Promoter”).
2. Promotional Offer: Eligible Customers who purchase a Superdrug Mobile SIM either in-store, on Superdrug.com or on Superdrugmobile.com during the Promotion Period will be entitled to receive one free Artiscent gift set, either the Female Artiscent Gift Set - 3 x 20ml (product code: 842424) or the Male Artiscent Gift Set - 3 x 20ml (product code: 842425), subject to eligibility, compliance with these terms and conditions, and the stock availability provisions below.
3. Dates: The Promotional Offer will run from 00:00 UK time on 15 July 2026 until 23:59 UK time on 11 August 2026 inclusive (the “Promotion Period”), unless amended or withdrawn in accordance with the “Changes to the Promotion” clause below.
4. Offer Validity and key conditions:
 - 4.1 In store: one free Artiscent gift set, worth £9.99, per qualifying Superdrug Mobile SIM purchase, subject to availability and the customer having a registered Superdrug Health & Beautycard linked to their Superdrug Mobile account before redemption.
 - 4.2 Online: one free Artiscent gift set, worth £9.99, per qualifying Superdrug Mobile SIM purchase via Superdrug.com or Superdrugmobile.com, subject to the online redemption steps below and stock availability.
5. Stock Availability: Gifts are subject to availability, allocated on a first-come, first-served basis and available while stocks last. Availability may vary by store, channel and location. The Promoter has taken reasonable steps to estimate demand and make sufficient stock available for the Promotion Period but cannot guarantee availability in every store or channel. If the selected gift set is unavailable, the Promoter may offer an alternative Artiscent gift set of equal or greater value where reasonably available.



6. How to claim online:

- 6.1 To qualify for the free Artiscent gift set on Superdrug.com, Eligible Customers must add both a Superdrug Mobile SIM and one of the Artiscent gift sets (product codes: 842424 or 842425) to their basket during the Promotion Period. The price of the Artiscent gift set will be deducted at checkout if the eligibility criteria are met and stock remains available.
- 6.2 To qualify for the free Artiscent gift set when purchasing a SIM on Superdrugmobile.com, Eligible Customers will be sent an email within 7 working days after the qualifying SIM purchase has been completed, explaining how to redeem the free Artiscent gift set in store. If an Eligible Customer does not receive the email within that period, they should contact Superdrug Mobile Customer Services using the contact details available on Superdrugmobile.com, providing reasonable evidence of the qualifying purchase.
- 6.3 Health & BeautyCard requirement: To redeem the offer in store, customers must be registered for a Superdrug Health & BeautyCard and must have linked that card to their Superdrug Mobile account before redemption and, in any event, no later than 23:59 UK time on 18 August 2026. Linking the Superdrug Health & BeautyCard can be completed via the customer dashboard on Superdrugmobile.com or by contacting the Superdrug Mobile Customer Services Team, who can link the card on the customer's behalf.
- 6.4 The offer can only be redeemed once the Superdrug Health & BeautyCard has been successfully linked to the relevant Superdrug Mobile account. Failure to link the card by the deadline above may result in the customer being unable to redeem the free gift.

7. Non-transferability: The free gift is non-transferable and, unless required by law, cannot be refunded or exchanged for cash or any other product.

8. Eligibility: To qualify for this Promotional Offer, you must be an "Eligible Customer". An Eligible Customer is a customer who:

- 8.1 (i) is a new Superdrug Mobile customer, resident in the UK and aged 18 or over. For the purposes of this Promotional Offer, a "new Superdrug Mobile customer" means a customer who does not already have an active Superdrug Mobile SIM at the time of purchase;
- 8.2 (ii) complies with the Terms and Conditions for using Superdrug Mobile, available at: <https://www.superdrugmobile.com/register/terms>; and
- 8.3 (iii) complies with the redemption steps, deadlines and Health & BeautyCard requirements set out in these terms and conditions.

9. Promotion compliance: Customers must comply with all steps set out in these terms and conditions to qualify for and redeem the offer. The Promoter may refuse redemption where it reasonably believes that a customer has breached these terms, attempted to abuse the promotion, or provided inaccurate or misleading information.



10. Restrictions: The Promotional Offer is not available in conjunction with any other promotional offers, discounts, vouchers or codes, unless expressly stated otherwise by the Promoter.
11. Liability: The Promoter is not responsible for any failure or delay in receiving, processing or redeeming the Promotional Offer where such failure or delay is caused by events outside the Promoter's reasonable control, including technical failures, network issues or email delivery issues. Nothing in these terms and conditions excludes or limits the Promoter's liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory rights, or any other liability which cannot be excluded or limited by law. Subject to the foregoing, the Promoter shall not be liable for losses that were not reasonably foreseeable at the time the customer entered the Promotional Offer.
12. Governing law: These terms and conditions are governed by English law. If you live in Scotland, Wales or Northern Ireland, you may also have the right to bring proceedings in your local courts.
13. Changes to the Promotion: The Promoter may amend, suspend, withdraw or extend the Promotional Offer only where reasonably necessary due to circumstances outside its reasonable control or to address an error or event affecting the fair administration of the promotion. Any such change will be communicated on the Superdrug Mobile website as soon as reasonably practicable and will not materially disadvantage customers who have already qualified for the offer, unless required by law or necessary to prevent fraud, abuse or technical failure.
14. Defined terms: All capitalised terms not defined in these terms and conditions have the same meaning ascribed to them in the Terms and Conditions for using Superdrug Mobile, which can be found here: <https://www.superdrugmobile.com/register/terms>.
15. Customer queries: For queries about this Promotional Offer, including missing redemption emails or issues redeeming the free gift, customers should contact the Superdrug Mobile Customer Services Team using the contact details available on Superdrugmobile.com.

