

## **Sure (Isle of Man) Limited**

### **Click and Collect Service Terms and Conditions**

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Sure's click and collect service allows you to reserve goods and services from our website [www.sure.com](http://www.sure.com) for collection and purchase from a Sure store subject to these terms and conditions "Click and Collect".

The Sure Isle of Man General Terms and Conditions also apply to Click and Collect. Where there is a conflict between the Click and Collect Service Terms and Conditions and the Sure Isle of Man General Terms and Conditions, the Click and Collect Service Terms and Conditions will prevail.

#### **1. How to use Click and Collect?**

- 1.1 You must have a working email address to use Click and Collect.
- 1.2 We shall confirm your Click and Collect order in the order summary sent to your email (the "Order Summary") and we will provide you with a time to collect the selected items from the Sure store in Douglas.
- 1.3 When you select goods and services from our web site using Click and Collect, the goods and services will be reserved for collection and purchase at the Sure store shown in your Order Summary.
- 1.4 All goods and services selected by Click and Collect are subject to availability at the time you visit the Sure store.
- 1.5 Selecting goods and services using Click and Collect does not create a contract of sale between you and Us.
- 1.6 A contract of sale is only formed if you decide to purchase the goods and services at the Sure store.
- 1.7 We are not obligated to provide any goods or services selected through Click and Collect, until such time as you complete purchase of the goods and services at the Sure store. We may cancel the click and collect reservation at any time until this point.
- 1.8 We reserve the right to refuse to offer you a service contract at any point, including if you are under 18, you fail to meet our credit check or supply sufficient I.D.
- 1.9 Your Click and Collect order can only be used to collect selected items in the Sure store allocated in the Order Summary.
- 1.10 Click and Collect is a free service.
- 1.11 Your Click and Collect order is non-transferrable.
- 1.12 Your Click and Collect order will automatically expire two weeks after the collection date, if you fail to collect your items.
- 1.13 We are not obliged to fulfil or accept a Click and Collect order.
- 1.14 To collect your selected items from the Sure store, you will need to provide a form of photo I.D. If you are taking a mobile plan with your handset then you must also provide proof of address which should be a recent utility bill.

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**2. How to cancel Click and Collect?**

- 2.1 You may cancel Click and Collect, either by email, telephone or in person at the Sure store, at any time before the point of purchase. Once a purchase is made Sure's standard terms of cancellation will apply to the goods or services as set out in Sure Isle of Man General Terms and Conditions and the Sure Isle of Man Consumer Code of Practice.
  
- 2.2 We may cancel a Click and Collect order, either by email, telephone or in person at the Sure store, at any time before the point of purchase.