

Vodafone Fibre Broadband Pre-Order Service Terms and Conditions

YOU MUST READ AND ACCEPT THE FOLLOWING BEFORE USING THIS SERVICE:

These Pre-Order Terms and Conditions govern the placing of pre-orders with Vodafone Ireland Limited for Vodafone Fibre to the Home Broadband Service (the "Service"). Please read these Pre Order Terms carefully before submitting your pre-order. By submitting your pre-order, you agree to be legally bound by these terms:

1. The pre-order for Service is open to Eligible Customers only. Eligible customers are customers who have been identified by National Broadband Ireland as customers who are eligible for fibre to the home broadband. Eligibility is determined by Vodafone in accordance with these terms and conditions. We reserve the right not to accept your pre-order request if you do not meet any relevant eligibility criteria, status requirements or credit check.
2. When placing a pre-order, you will be required to provide certain information, such as your address and billing information. You represent and warrant that all such information is accurate, and we will have no responsibility or liability for inaccurate information. We shall have no obligation to make efforts to determine the correct contact or shipping information.
3. Although we will make efforts to begin delivering the Service to your provided address as soon as reasonably practicable, you understand and agree that there may be delays. An estimated time of delivery of the Service will be provided to you when you submit your preorder request however this is only an estimate, is subject to change, and Vodafone does not represent or warrant that it will be able to provide the Service by the estimated date. As a result, in the event that a delay arises and the estimated delivery is not met, Vodafone is not responsible for any damages that may occur due to the delay, nor shall it be obligated, except as set forth in these Terms, to provide any discounts, refunds or credits due to any such delays. We will provide you updates with respect to such delivery schedule.
4. If for any reason you decide that you do not wish to continue to wait for your Service, you may cancel your pre-order request at any time for any reason prior to our notice to you that your Service is ready for delivery. You can cancel by ringing us on [1907](tel:1907).
5. If for any reason, we cannot fulfil your pre-order, we will cancel your Service. We will endeavour to contact you about this prior to cancelling your order.
6. Customer Information, We will use any information that we may collect about you only in accordance with our General Terms and Conditions and our [Privacy policy](#)
7. Limitation of Liability Under no circumstances will Vodafone be held liable for any incidental, special or consequential damages arising out or related to this pre order.
8. For all Service, delivery or installation related queries please contact us at our [Help and Support hub](#).
9. Vodafone reserves the right to vary, withdraw and/or cancel this pre-order facility at any time for valid commercial, technical, operational and/or regulatory reasons.
10. We reserve the right at our absolute discretion to vary, delete or add to any of these Pre Order Terms.

11. These Pre Order Terms apply in addition to the [General Terms & Conditions](#) under which you enjoy access to Vodafone's Fixed Telecommunications and Broadband Service terms and the [service specific terms for our Fibre to the Home Service](#) . If you have selected a voice service, the service specific terms for your voice service and all other terms and conditions can be viewed at any time at www.vodafone.ie/terms and we recommend that you download a copy of these terms for your records.