

Tallich ctt  
ap Teyye an n  
Cuthf says byes

CLARENCE  
HARDWARE & D.I.Y  
64 Corporation Rd  
Grainetown  
Tel: 029 2038 7108  
VAT 477 6760 03

23-02-11

01 \*3.65

01 \*3.65

01 \*4.99

01 \*4.99

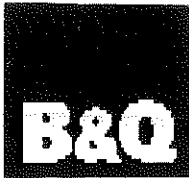
01 \*4.99

\*22.27 CA

000-8649 2

13-24

3



B&Q Cardiff CAR206  
029 2039 5936  
Manager : Darren Sellwood

45 Days Returns Policy  
See Overleaf

SAWN KILN	P	£5.98
SAWN KILN	P	£5.98
SAWN KILN	P	£5.98

-----  
Total 3 Items £17.94  
-----

Card Sale -£17.94

\*\*\*\*\* [REDACTED]

-----  
Card : VISACREDIT  
Number : \*\*\*\*\* [REDACTED] CHIP  
PAN Seq : [REDACTED]  
AID : [REDACTED]  
App Date : 01/12/10  
Cryptogram : [REDACTED]  
Auth Code : [REDACTED]  
Merchant ID: [REDACTED]  
Terminal ID: [REDACTED]  
-----

Please Debit my Account as shown

Cardholder PIN Verified



00020600022251110223173128

P-PEFC 70% BMT-PEFC-0831

Transaction in accordance with  
notified terms and conditions

Please retain for your records

23/02/11 17:32 000206 0002 2251 260206

# Customer Information Form



Branch name: **Phones 4 U**

Branch no: **242**

Date: **02 March 2011**

**IMPORTANT - By registering their phone with Orange the customer will be bound to the Orange terms and conditions a summary of which is printed on the back of this form. It is important that the customer reads and understands this summary and they must be given a copy of the entire contract on request. A full copy is also included in the user guide that comes with the phone. Please complete this form and retain it for reference. Connection is subject to status, and a refundable deposit may be required before the customer can be connected. We may contact credit reference agencies when assessing the customer for credit**

**Proof of address seen Reference** **ONE PROOF**  
Visa Credit - [REDACTED]

**Proofs of signature seen Reference**

4

**Subscriber Details**  
Subscriber Name **Mr Glyn Hughes** Previous Address if less than 3 three years at current address  
Subscriber Address [REDACTED]  
Post Code [REDACTED]  
Time at Address [REDACTED]  
Date of Birth [REDACTED] Business Phone No [REDACTED]  
Home Phone No. [REDACTED]  
Marital Status [REDACTED] Time with Current Bank [REDACTED]  
Time Present Employer [REDACTED] Accommodation Type [REDACTED]  
Existing Customer  Occupation/Job Title [REDACTED]  
Occupation Type [REDACTED]

**Product and Service Requirement**  
Note: Handsets will have international access subject to credit check or deposit **1** No. of Handsets  
Please Tick if International Access is Not Required  No. of Handsets requiring roaming service [REDACTED] No. of Handset Requiring Premium Service [REDACTED]  
Service Plan Requested **1 MONTH RACoon 300 MINUTES+100 TEXTS+3000 LANDLINE MINUTES** SIM Card No. [REDACTED]  
Serial No. [REDACTED]  
Make/Model [REDACTED] **STD** Orange Care [REDACTED]  
Mobile No. [REDACTED] Orange Additional Requests (Please ensure that the phone can support these services) Line Two [REDACTED] Itemised Bill [REDACTED]

Value Added Services Description Cost Per Month [REDACTED]

Orange Account No. [REDACTED] Signature [REDACTED] **SIGN HERE**  
Dealer Code [REDACTED] I confirm that the information held in the form is correct  
Stockist Code/Name [REDACTED]  
Authorisation Code [REDACTED] Print Name **Mr Glyn Hughes**  
Existing Mobile No. [REDACTED] Date **2 March 2011**  
Proof of Signature Seen i.e. Type & Number [REDACTED]

**Summary of Terms and Conditions**  
**How you've been set up to get your bills**  
■ You can see your free itemised e-bills online at orange.co.uk/youraccount. When you go online for the first time, you'll need your Orange account number (which is printed on this form). If you don't have access to e-bills online, please call us on 150 (or 07973 100 150 from any other phone) to ask for itemised paper bills (these cost up to £1.54/month depending on the tariff you've chosen).  
■ The contract remains in place for a minimum period as stated in your Service Plan. Where no period is specified you will remain connected for a minimum period of 12 months from the date of registration. If you wish to terminate the agreement you must give one month's written notice to terminate after the expiry of the minimum period.  
■ You must pay the Charges as set out in your Service Plan and the Price Guide which we may change from time to time.  
■ You will be liable for all call charges until you notify us that your device has been lost or stolen and for monthly line rental charges for the remainder of your contract.  
■ If you take an 18 month SIM only talk plan you will be in contract for 18 months  
■ Our liability for direct loss is limited to a maximum of £3,000 per claim or series of related claims. We will not be liable for indirect losses including but not limited to loss of business, loss or profits or revenue or loss of use.  
■ You will not be able to switch to a lower or equivalent Service Plan for the first 6 months of a 12 month contract, the first 9 months of an 18 month contract, the first 12 months of a 24 month contract or the first 18 months of a 36 month contract. After the first 6, 9, 12 or 18 months, as appropriate, you may switch to the next lowest value Service Plan a maximum of one time for the remainder of your contract term. You are able to switch to a higher Service Plan at any time.  
■ I understand there is no money back guarantee policy.  
■ During your minimum connection period, you cannot migrate down to a lower Internet Everywhere service plan when purchased with a laptop offer  
■ If you terminate your contract during the minimum term, a lump sum equivalent to (or in some cases less than) the total of all the monthly line rental due for the remaining period of your minimum term shall be payable  
■ Your First Month Free product will last for 30 days and then automatically roll to a £5 monthly charge unless the product is cancelled.  
**credit assessment**  
I understand that information held about me by the Credit Reference Agencies may be linked to records with whom I am associated. I request that my application be assessed without reference to any 'associated' records, although I recognise that this may adversely affect the outcome of my application. I believe that there is no information relating to my partner that is likely to affect your willingness to offer financial services to me. I authorise you to check the validity of this declaration with credit reference agencies and if you discover any associated records, which would affect the accuracy of this declaration you may decide not to proceed with the application on this basis.  
**iPhone**  
I hereby agree that use of the iPhone constitutes acceptance of the Apple iPhone Software Licence Agreement and other third party terms and conditions found in the iPhone box.  
**marketing to you**  
Orange or its group of companies will use your information to analyse and manage your account in accordance with clause 19 of our terms and conditions. By registering your device you agree we can keep you informed about the range of products, services and offers available across the Group. We may share your information with other Group companies. We or they may contact you by phone, mail, or electronically e.g. by text message or email to let you know about products, services or offers which may be of particular interest to you.  
Please call 150 if you do not want to receive such information.

## Instruction to your Bank or Building Society to pay Direct Debits

Please fill in whole form and send it to: Orange Personal Communications Services Ltd, Customer Services, PO Box 10, Patchway, Bristol, BS32 4BQ



### 1. Name and full postal address of your Bank or Building Society branch

To the Manager [REDACTED]  
Address [REDACTED]  
Postcode [REDACTED]

### 3. Bank/Build Society Branch Sort Code

### 4. Bank/Build Society Account Number

### 5. Orange Ltd Reference No.

### 2. Name(s) of Account Holder

Mr Glyn Hughes  
Originator's Identification Number [REDACTED]

### 6. Instructions to your Bank / Building Society Please pay Orange Direct Debits from the account detailed on this instruction subject to the safe guards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Orange Ltd, if so details will be passed electronically to my Bank or Building Society.

Bank and Building Societies may not accept Direct Debit instructions for some types of accounts

Signature [REDACTED] **SIGN HERE**

Date **2 March 2011**



# Are U Happy?



Dear Mr Hughes

Thank you for choosing to buy your new product from Phones 4u. It's our aim to ensure that you are 100% happy with your purchase and that you have all the information you require regarding your new product, offer and network. This document provides you with a summary of key information that you need to be aware of. Please take a few minutes whilst in store to read through. If you have any questions your sales advisor will be happy to answer them. Alternatively our Customer Service Team are always available to help you. You can contact our team by calling 0844 871 2231 or by e-mailing [talktous@phones4u.co.uk](mailto:talktous@phones4u.co.uk). Thank you.

## Your Purchase Summary

Customer Address: [REDACTED]

Handset:	ORG SIM CONTR STD	Price:
Network:	Orange	
Tariff:	1 MONTH RACoon 300 MINUTES+100 TEXTS+ 3000 LANDLINE MINUTES	£15.32 per month*
Insurance:	No	N/A
Length of Contract:	Full Term of Contract	1 Month
Sales Person:	<span style="background-color: black; color: black;">[REDACTED]</span>	

**Tariff migration policy:**   
 You may switch to a higher or lower SIM Only Service Plan after your first Billing Date. Only one Service Plan change per month is permitted. In the event you do switch Service Plan you must give Orange not less than 10 days notice before your billing Date. Service Plan changes will take effect after your next bill.

**No Insurance opted**   
 You have declined the option of insurance to protect your new account. Please be aware that your device\* is a high cost item to replace and you have chosen not to cover your device for loss, theft and damage with us\*. In addition to the device, you may also be liable for any unauthorised calls made on it as a result of theft or loss, as well as the ongoing monthly line rental during your airtime agreement. \*This excludes SIM only agreements, as no phone is supplied as part of the contract agreement we are unable to insure customers existing equipment. If you have purchased a SIM free handset alongside a SIM only agreement this is also excluded from the insurance proposition.

**Porting Your Old Telephone Number:**   
 Customers may port in at time of purchase using a valid PAC code Customers will be issued with a temporary number until the old number is transferred Customers may port in the telephone number within the first 6 months of the contracted period by contacting Orange Customer Relations by calling 07973100150 Customers porting from Orange prepay to Orange contract are unable to return the contract within the 14 day money back guarantee. If you are purchasing a mobile broadband product this will be issued with a new telephone number.

**Contract Duration: 30 Days**   
 Your network agreement is for the period of 30 days. This cannot be changed by Phones 4u or the network service provider. It is the responsibility of the account holder to end the agreement by writing to the network once the contract has expired. All existing agreements can only be cancelled by the account holder. Phones 4u are unable to cancel existing agreements with network service providers. If your tariff includes unlimited calls, text messages, mobile internet or web browsing this may be subject to a fair use policy set by your service provider. Information on this policy can be found by going to your service providers website or by customer services. You may give Orange written notice that you wish to end your contract at any time, and this will be effective 30 days after orange receive your notice. You will be required to pay the applicable monthly charge for your SIM Only tariff until the end of this 30 day notice period.

**Tablet and Mobile Broadband:**   
 Tablet and Mobile Broadband combined purchases will follow the standard network migration policy.

**Refunds & Exchanges:**   
 Please note that Phones 4u does not operate a 14-day cooling off period. If you have any questions in relation to this policy please speak to your sales consultant prior to completing your purchase. This policy does not affect your statutory rights

**Promotional Offers:**   
 Gifts: If your contract includes a gift, please read the terms and conditions on the reverse of this document.  
 Gift Type: N/A

**Payments due to you: Promotional Offer**  
 Payment Method:  
 Cash  £ Zero Given to customer in cash at point of sale  
 EZ PAY  £ 200 Given to the customer via EZPay card load  
 Card  £ 200 Please allow 7 working days to receive payment  
 N/A  £ 200 No payment due to customer  
 Enter amount of payment in words two hundred pounds only  
 Handset trade in  0  
 Trade In?  Yes  No Trade In Value £200

**I understand these are the only payments to be made to me by Phones4u**

Customer Signature: [REDACTED] Date: 2 March 2011

GSM/SFC Signature: [REDACTED] Date: 2 March 2011

GSM/SFC Print Name: [REDACTED]

**IMPORTANT NOTICE**  
 The information provided in this document is a summary only ("the Summary") and is not intended to be a legally binding document. You should always ensure that, in addition to the Summary, you fully read the provisions of your agreement with your chosen (i) network provider and, if applicable, (ii) insurance provider ("the Agreements") prior to entering into such Agreements. It is the Agreements (and not the Summary) that are legally binding documents and they govern the provision of the services that you have taken. Phones 4u does not accept responsibility for any handwritten amendments made to any of the Agreements.

\*The total monthly price includes any additional value added services that may have been requested and VAT at the applicable rate.  
 Please see your contract for all services purchased

# Customer Information Form



Branch name:

Phones 4 U

Branch no:

242

Date:

02 March 2011

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Proof of address seen  
Reference

ONE PROOF

Visa Credit - [REDACTED]

Proofs of signature seen  
Reference

## Subscriber Details

Subscriber Name

Previous Address if less than 3 three years at current address

Subscriber Address

Post Code

Time at Address

Date of Birth

Marital Status

Time Present Employer

Existing Customer

Occupation Type

Business Phone No

Home Phone No.

Time with Current Bank

Accommodation Type

Occupation/Job Title

## Product and Service Requirement

Note: Handsets will have international access subject to credit check or deposit

1 No. of Handsets

Please Tick if International Access is Not Required

No. of Handsets requiring roaming service

No. of Handset Requiring Premium Service

Service Plan Requested 1 MONTH RACoon 300 MINUTES+100 TEXTS+3000 LANDLINE MINUTES

SIM Card No.

Serial No.

Orange Care

Make/Model

ORG SIM CONTR STD

Mobile No.

Orange Additional Requests (Please ensure that the phone can support these services)

Line Two

Itemised Bill

Value Added Services Description

Cost Per Month

Orange Account No.

Dealer Code

Stockist Code/Name

Authorisation Code

Existing Mobile No

Proof of Signature Seen  
i.e. Type & Number

Signature

I confirm that the information held in the form is correct

Print Name

Date

Mr Glyn Hughes

2 March 2011

SIGN HERE

## Summary of Terms and Conditions

## How you've been set up to get your bills

You can see your free itemised e-bills online at orange.co.uk/youraccount. When you go online for the first time, you'll need your Orange account number (which is printed on this form). If you don't have access to e-bills online, please call us on 150 (or 07973 100 150 from any other phone) to ask for itemised paper bills (these cost up to £1.54/month depending on the tariff you've chosen).

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You must pay the Charges as set out in your Service Plan and the Price Guide which we may change from time to time.

You will be liable for all call charges until you notify us that your device has been lost or stolen and for monthly line rental charges for the remainder of your contract.

If you take an 18 month SIM only talk plan you will be in contract for 18 months.

Our liability for direct loss is limited to a maximum of £3,000 per claim or series of related claims. We will not be liable for indirect losses (including but not limited to loss of business, loss or profits or revenue or loss of use).

You will not be able to switch to a lower or equivalent Service Plan for the first 6 months of a 12 month contract, the first 9 months of an 18 month contract, the first 12 months of a 24 month contract or the first 18 months of a 36 month contract. After the first 6, 9, 12 or 18 months, as appropriate, you may switch to the next lowest value Service Plan a maximum of one time for the remainder of your contract term. You are able to switch to a higher Service Plan at any time.

I understand there is no money back guarantee policy.

During your minimum connection period, you cannot migrate down to a lower Internet Everywhere service plan when purchased with a laptop offer.

If you terminate your contract during the minimum term, a lump sum equivalent to (or in some cases less than) the total of all the monthly line rental due for the remaining period of your minimum term shall be payable.

Your First Month Free product will last for 30 days and then automatically roll to a £5 monthly charge unless the product is cancelled.

## credit assessment

I understand that information held about me by the Credit Reference Agencies may be linked to records with whom I am associated. I request that my application be assessed without reference to any 'associated' records, although I recognise that this may adversely affect the outcome of my application. I believe that there is no information relating to my partner that is likely to affect your willingness to offer financial services to me. I authorise you to check the validity of this declaration with credit reference agencies and if you discover any associated records, which would affect the accuracy of this declaration you may decide not to proceed with the application on this basis.

I hereby agree that use of the iPhone constitutes acceptance of the Apple iPhone Software Licence Agreement and other third party terms and conditions found in the iPhone box.

marketing to you  
Orange or its group of companies will use your information to analyse and manage your account in accordance with clause 19 of our terms and conditions. By registering your device you agree we can keep you informed about the range of products, services and offers available across the Group. We may share your information with other Group companies. We or they may contact you by phone, mail, or electronically e.g. by text message or email to let you know about products, services or offers which may be of particular interest to you.

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Customer Services, PO Box 10, Patchway, Bristol, BS32 4BQ

DIRECT  
Debit

## 1. Name and full postal address of your Bank or Building Society branch

To the Manager

Address

Postcode

## 2. Name(s) of Account Holder

Originator's Identification Number

## 3. Bank/Build Society Branch Sort Code

## 4. Bank/Build Society Account Number

## 5. Orange Ltd Reference No.

## 6. Instructions to your Bank / Building Society Please pay Orange Direct Debits from the account detailed on this instruction subject to the safe guards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Orange Ltd, if so details will be passed electronically to my Bank or Building Society.

Bank and Building Societies may not accept Direct Debit Instructions for some types of accounts

Signature

Date

2 March 2011

SIGN HERE



# Are U Happy?



Dear Mr Hughes

Thank you for choosing to buy your new product from Phones 4u. It's our aim to ensure that you are 100% happy with your purchase and that you have all the information you require regarding your new product, offer and network. This document provides you with a summary of key information that you need to be aware of. Please take a few minutes whilst in store to read through. If you have any questions your sales advisor will be happy to answer them. Alternatively our Customer Service Team are always available to help you. You can contact our team by calling **0844 871 2231** or by e-mailing **talktous@phones4u.co.uk**. Thank you.

## Your Purchase Summary

Customer Address: [Redacted]

Handset:	<b>ORG SIM CONTR STD</b>	Price:
Network:	<b>Orange</b>	
Tariff:	<b>1 MONTH RACON 300 MINUTES+100 TEXTS+ 3000 LANDLINE MINUTES</b>	<b>£15.32 per month*</b>
Insurance:	<b>No</b>	<b>N/A</b>
Length of Contract:	<b>Full Term of Contract</b>	<b>1 Month</b>
Sales Person:	[Redacted]	

**Tariff migration policy:**  
 You may switch to a higher or lower SIM Only Service Plan after your first Billing Date. Only one Service Plan change per month is permitted. In the event you do switch Service Plan you must give Orange not less than 10 days notice before your billing Date. Service Plan changes will take effect after your next bill.

**No Insurance opted**  
 You have declined the option of insurance to protect your new account. Please be aware that your device\* is a high cost item to replace and you have chosen not to cover your device for loss, theft and damage with us\*. In addition to the device, you may also be liable for any unauthorised calls made on it as a result of theft or loss, as well as the ongoing monthly line rental during your airtime agreement. \*This excludes SIM only agreements, as no phone is supplied as part of the contract agreement we are unable to insure customers existing equipment. If you have purchased a SIM free handset alongside a SIM only agreement this is also excluded from the insurance proposition.

**Porting Your Old Telephone Number:**  
 Customers may port in at time of purchase using a valid PAC code Customers will be issued with a temporary number until the old number is transferred Customers may port in the telephone number within the first 6 months of the contracted period by contacting Orange Customer Relations by calling 07973100150 Customers porting from Orange prepaid to Orange contract are unable to return the contract within the 14 day money back guarantee. If you are purchasing a mobile broadband product this will be issued with a new telephone number.

**Contract Duration: 30 Days**  
 Your network agreement is for the period of 30 days. This cannot be changed by Phones 4u or the network service provider. It is the responsibility of the account holder to end the agreement by writing to the network once the contract has expired. All existing agreements can only be cancelled by the account holder. Phones 4u are unable to cancel existing agreements with network service providers. If your tariff includes unlimited calls, text messages, mobile internet or web browsing this may be subject to a fair use policy set by your service provider. Information on this policy can be found by going to your service providers website or by customer services. You may give Orange written notice that you wish to end your contract at any time, and this will be effective 30 days after orange receive your notice. You will be required to pay the applicable monthly charge for your SIM Only tariff until the end of this 30 day notice period.

**Tablet and Mobile Broadband:**  
 Tablet and Mobile Broadband combined purchases will follow the standard network migration policy.

**Refunds & Exchanges:**  
 Please note that Phones 4u does not operate a 14-day cooling off period. If you have any questions in relation to this policy please speak to your sales consultant prior to completing your purchase. This policy does not affect your statutory rights

**Promotional Offers:**  
 Gifts: If your contract includes a gift, please read the terms and conditions on the reverse of this document.   
 Gift Type: N/A

**Payments due to you: Promotional Offer**  
 Payment Method:  
 Cash  £200 Given to customer in cash at point of sale  
 EZ PAY  £200 Given to the customer via EZPay card load  
 Card  £200 Please allow 7 working days to receive payment  
 N/A  £200 No payment due to customer  
 Enter amount of payment in words: ZERO pounds only  
 Handset trade In QTY  0  
 Trade In?  Yes  No Trade In Value  £200

**I understand these are the only payments to be made to me by Phones4u**

Customer Signature: [Redacted] Date: 2 March 2011

GSM/SFC Signature: [Redacted] Date: 2 March 2011

GSM/SFC Print Name: [Redacted]

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\*The total monthly price includes any additional value added services that may have be requested and VAT at the applicable rate.  
 Please see your contract for all services purchased

# Customer Information Form



Branch name: **Phones 4 U**

Branch no: **242**

Date: **02 March 2011**

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**Proof of address seen** **ONE PROOF**  
Reference **Visa Credit - [REDACTED]**

**Proofs of signature seen**  
Reference

**Subscriber Details**  
Subscriber Name [REDACTED] Previous Address if less than 3 three years at current address  
Subscriber Address [REDACTED]  
Post Code [REDACTED]  
Time at Address [REDACTED]  
Date of Birth [REDACTED] Business Phone No [REDACTED]  
Marital Status [REDACTED] Home Phone No. [REDACTED]  
Time Present Employer [REDACTED] Time with Current Bank [REDACTED]  
Existing Customer [REDACTED] Accommodation Type [REDACTED]  
Occupation Type [REDACTED] Occupation/Job Title [REDACTED]

**Product and Service Requirement**  
Note: Handsets will have international access subject to credit check or deposit **1** No. of Handsets Please Tick if International Access is Not Required No. of Handsets requiring roaming service No. of Handset Requiring Premium Service  
Service Plan Requested **1 MONTH RACoon 300 MINUTES+100 TEXTS+3000 LANDLINE MINUTES** SIM Card No. [REDACTED]  
Serial No. [REDACTED]  
Make/Model **ORG SIM CONTR STD** Orange Care  
Mobile No. [REDACTED]  
Orange Additional Requests (Please ensure that the phone can support these services) Line Two Itemised Bill

Value Added Services Description	Cost Per Month

Orange Account No. [REDACTED] Signature **SIGN HERE**  
Dealer Code [REDACTED] I confirm that the information held in the form is correct [REDACTED]  
Stockist Code/Name [REDACTED]  
Authorisation Code [REDACTED]  
Existing Mobile No. [REDACTED]  
Proof of Signature Seen i.e. Type & Number [REDACTED]  
Print Name **Mr Glyn Hughes**  
Date **2 March 2011**

**Summary of Terms and Conditions**  
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- Our liability for direct loss is limited to a maximum of £3,000 per claim or series of related claims. We will not be liable for indirect losses including but not limited to loss of business, loss of profits or revenue or loss of use
- You will not be able to switch to a lower or equivalent Service Plan for the first 6 months of a 12 month contract, the first 9 months of an 18 month contract, the first 12 months of a 24 month contract or the first 18 months of a 36 month contract. After the first 6, 9, 12 or 18 months, as appropriate, you may switch to the next lowest value Service Plan a maximum of one time for the remainder of your contract term. You are able to switch to a higher Service Plan at any time.
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Orange or its group of companies will use your information to analyse and manage your account in accordance with clause 19 of our terms and conditions. By registering your device you agree we can keep you informed about the range of products, services and offers available across the Group. We may share your information with other Group companies. We or they may contact you by phone, mail, or electronically e.g. by text message or email to let you know about products, services or offers which may be of particular interest to you.
- Please call 150 if you do not want to receive such information.

**credit assessment**  
I understand that information held about me by the Credit Reference Agencies may be linked to records with whom I am associated. I request that my application be assessed without reference to any 'associated' records, although I recognise that this may adversely affect the outcome of my application. I believe that there is no information relating to my partner that is likely to affect your willingness to offer financial services to me. I authorise you to check the validity of this declaration with credit reference agencies and if you discover any associated records, which would affect the accuracy of this declaration you may decide not to proceed with the application on this basis.  
**iPhone**  
I hereby agree that use of the iPhone constitutes acceptance of the Apple iPhone Software Licence Agreement and other third party terms and conditions found in the iPhone box.

## Instruction to your Bank or Building Society to pay Direct Debits

Please fill in whole form and send it to: Orange Personal Communications Services Ltd, Customer Services, PO Box 10, Patchway, Bristol, BS32 4BQ



### 1. Name and full postal address of your Bank or Building Society branch

To the Manager [REDACTED]  
Address [REDACTED]

### 3. Bank/Build Society Branch Sort Code

### 4. Bank/Build Society Account Number

### 5. Orange Ltd Reference No.

Postcode [REDACTED]

### 2. Name(s) of Account Holder

Originator's Identification Number [REDACTED]

### 6. Instructions to your Bank / Building Society Please pay Orange Direct Debits from the account detailed on this instruction subject to the safe guards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Orange Ltd, if so details will be passed electronically to my Bank or Building Society.

Bank and Building Societies may not accept Direct Debit instructions for some types of accounts

Signature **SIGN HERE** [REDACTED]

Date **2 March 2011**



# Are U Happy?



Dear Mr Hughes

Thank you for choosing to buy your new product from Phones 4u. It's our aim to ensure that you are 100% happy with your purchase and that you have all the information you require regarding your new product, offer and network. This document provides you with a summary of key information that you need to be aware of. Please take a few minutes whilst in store to read through. If you have any questions your sales advisor will be happy to answer them. Alternatively our Customer Service Team are always available to help you. You can contact our team by calling **0844 871 2231** or by e-mailing **talktous@phones4u.co.uk**. Thank you.

## Your Purchase Summary

Customer Address: [Redacted]

Handset:	ORG SIM CONTR STD	Price:
Network:	Orange	
Tariff:	<b>1 MONTH RACOON 300 MINUTES+ 100 TEXTS+ 3000 LANDLINE MINUTES</b>	<b>£15.32 per month*</b>
Insurance:	No	N/A
Length of Contract:	Full Term of Contract	1 Month
Sales Person:	[Redacted]	

**Tariff migration policy:**  
 You may switch to a higher or lower SIM Only Service Plan after your first Billing Date. Only one Service Plan change per month is permitted. In the event you do switch Service Plan you must give Orange not less than 10 days notice before your billing Date. Service Plan changes will take effect after your next bill.

**No Insurance opted**  
 You have declined the option of insurance to protect your new account. Please be aware that your device\* is a high cost item to replace and you have chosen not to cover your device for loss, theft and damage with us\*. In addition to the device, you may also be liable for any unauthorised calls made on it as a result of theft or loss, as well as the ongoing monthly line rental during your airtime agreement. \*This excludes SIM only agreements, as no phone is supplied as part of the contract agreement we are unable to insure customers existing equipment. If you have purchased a SIM free handset alongside a SIM only agreement this is also excluded from the insurance proposition.

**Porting Your Old Telephone Number:**  
 Customers may port in at time of purchase using a valid PAC code Customers will be issued with a temporary number until the old number is transferred Customers may port in the telephone number within the first 6 months of the contracted period by contacting Orange Customer Relations by calling 07973100150 Customers porting from Orange prepay to Orange contract are unable to return the contract within the 14 day money back guarantee. If you are purchasing a mobile broadband product this will be issued with a new telephone number.

**Contract Duration: 30 Days**  
 Your network agreement is for the period of 30 days. This cannot be changed by Phones 4u or the network service provider. It is the responsibility of the account holder to end the agreement by writing to the network once the contract has expired. All existing agreements can only be cancelled by the account holder. Phones 4u are unable to cancel existing agreements with network service providers. If your tariff includes unlimited calls, text messages, mobile internet or web browsing this may be subject to a fair use policy set by your service provider. Information on this policy can be found by going to your service providers website or by customer services. You may give Orange written notice that you wish to end your contract at any time, and this will be effective 30 days after orange receive your notice. You will be required to pay the applicable monthly charge for your SIM Only tariff until the end of this 30 day notice period.

**Tablet and Mobile Broadband:**  
 Tablet and Mobile Broadband combined purchases will follow the standard network migration policy.

**Refunds & Exchanges:**  
 Please note that Phones 4u does not operate a 14-day cooling off period. If you have any questions in relation to this policy please speak to your sales consultant prior to completing your purchase. This policy does not affect your statutory rights

**Promotional Offers:**  
 Gifts: If your contract includes a gift, please read the terms and conditions on the reverse of this document.  
 Gift Type: NA

**Payments due to you: Promotional Offer**  
 Payment Method:  
 Cash  £200 Given to customer in cash at point of sale  
 EZ PAY  £200 Given to the customer via EZPay card load  
 Card  £200 Please allow 7 working days to receive payment  
 N/A  £200 No payment due to customer  
 Enter amount of payment in words 200 pounds only  
 Handset trade In QTY  0  
 Trade In?  Yes  No Trade In Value  £200

**I understand these are the only payments to be made to me by Phones4u**

Customer Signature: [Redacted] Date: 2 March 2011

GSM/SFC Signature: [Redacted] Date: 2 March 2011

GSM/SFC Print Name: [Redacted]

**IMPORTANT NOTICE**  
 The information provided in this document is a summary only ("the Summary") and is not intended to be a legally binding document. You should always ensure that, in addition to the Summary, you fully read the provisions of your agreement with your chosen (i) network provider and, if applicable, (ii) insurance provider ("the Agreements") prior to entering into such Agreements. It is the Agreements (and not the Summary) that are legally binding documents and they govern the provision of the services that you have taken. Phones 4u does not accept responsibility for any handwritten amendments made to any of the Agreements.

\*The total monthly price includes any additional value added services that may have be requested and VAT at the applicable rate. Please see your contract for all services purchased. Ver 16 20 December 2010

# Customer Information Form



Branch name: **Phones 4 U**

Branch no: **242**

Date: **02 March 2011**

**IMPORTANT - By registering their phone with Orange the customer will be bound to the Orange terms and conditions a summary of which is printed on the back of this form. It is important that the customer reads and understands this summary and they must be given a copy of the entire contract on request. A full copy is also included in the user guide that comes with the phone. Please complete this form and retain it for reference. Connection is subject to status, and a refundable deposit may be required before the customer can be connected. We may contact credit reference agencies when assessing the customer for credit**

**Proof of address seen** **ONE PROOF**  
Reference **Visa Debit - 08/15 - [REDACTED]**

**Proofs of signature seen**  
Reference

**Subscriber Details**  
Subscriber Name [REDACTED] Previous Address if less than 3 three years at current address  
Subscriber Address [REDACTED]  
Post Code [REDACTED]  
Time at Address [REDACTED]  
Date of Birth [REDACTED] Business Phone No [REDACTED]  
Marital Status [REDACTED] Home Phone No. [REDACTED]  
Time Present Employer [REDACTED] Time with Current Bank [REDACTED]  
Existing Customer [REDACTED] Accommodation Type [REDACTED]  
Occupation Type [REDACTED] Occupation/Job Title [REDACTED]

**Product and Service Requirement**  
Note: Handsets will have international access subject to credit check or deposit **1** No. of Handsets Please Tick if International Access is Not Required No. of Handsets requiring roaming service No. of Handset Requiring Premium Service  
Service Plan Requested **1 MONTH RACoon 300 MINUTES+100 TEXTS+3000 LANDLINE MINUTES** SIM Card No. [REDACTED]  
Serial No. **00000000000000**  
Make/Model **ORG SIM CONTR STD** Orange Care  
Mobile No. **07792115545** Orange Care  
Orange Additional Requests (Please ensure that the phone can support these services) Line Two Itemised Bill

Value Added Services Description Cost Per Month

Orange Account No. [REDACTED] Signature **SIGN HERE**  
Dealer Code [REDACTED] I confirm that the information held in the form is correct [REDACTED]  
Stockist Code/Name [REDACTED]  
Authorisation Code [REDACTED]  
Existing Mobile No [REDACTED] Print Name **Miss Lynne M Evans**  
Proof of Signature Seen i.e. Type & Number [REDACTED] Date **2 March 2011**

**Summary of Terms and Conditions**  
**How you've been set up to get your bills**  
■ You can see your free itemised e-bills online at orange.co.uk/youraccount. When you go online for the first time, you'll need your Orange account number (which is printed on this form). If you don't have access to e-bills online, please call us on 150 (or 07973 100 150 from any other phone) to ask for itemised paper bills (these cost up to £1.54/month depending on the tariff you've chosen).  
■ The contract remains in place for a minimum period as stated in your Service Plan. Where no period is specified you will remain connected for a minimum period of 12 months from the date of registration. If you wish to terminate the agreement you must give one month written notice to terminate after the expiry of the minimum period.  
■ You must pay the Charges as set out in your Service Plan and the Price Guide which we may change from time to time.  
■ You will be liable for all call charges until you notify us that your device has been lost or stolen and for monthly line rental charges for the remainder of your contract.  
■ If you take an 18 month SIM only talk plan you will be in contract for 18 months  
■ Our liability for direct loss is limited to a maximum of £3,000 per claim or series of related claims. We will not be liable for indirect losses including but not limited to loss of business, loss or profits or revenue or loss of use  
■ You will not be able to switch to a lower or equivalent Service Plan for the first 6 months of a 12 month contract, the first 9 months of an 18 month contract, the first 12 months of a 24 month contract or the first 18 months of a 36 month contract. After the first 6, 9, 12 or 18 months, as appropriate, you may switch to the next lowest value Service Plan a maximum of one time for the remainder of your contract. You are able to switch to a higher Service Plan at any time.  
■ I understand there is no money back guarantee policy.  
■ During your minimum connection period, you cannot migrate down to a lower Internet Everywhere service plan when purchased with a laptop offer  
■ If you terminate your contract during the minimum term, a lump sum equivalent to (or in some cases less than) the total of all the monthly line rental due for the remaining period of your minimum term shall be payable  
■ Your First Month Free product will last for 30 days and then automatically roll to a £5 monthly charge unless the product is cancelled.  
**credit assessment**  
I understand that information held about me by the Credit Reference Agencies may be linked to records with whom I am associated. I request that my application be assessed without reference to any 'associated' records, although I recognise that this may adversely affect the outcome of my application. I believe that there is no information relating to my partner that is likely to affect your willingness to offer financial services to me. I authorise you to check the validity of this declaration with credit reference agencies and if you discover any associated records, which would affect the accuracy of this declaration you may decide not to proceed with the application on this basis.  
**marketing to you**  
Orange or its group of companies will use your information to analyse and manage your account in accordance with clause 19 of our terms and conditions. By registering your device you agree we can keep you informed about the range of products, services and offers available across the Group. We may share your information with other Group companies. We or they may contact you by phone, mail, or electronically e.g. by text message or email to let you know about products, services or offers which may be of particular interest to you.  
Please call 150 if you do not want to receive such information.  
**iPhone**  
I hereby agree that use of the iPhone constitutes acceptance of the Apple iPhone Software Licence Agreement and other third party terms and conditions found in the iPhone box.

## Instruction to your Bank or Building Society to pay Direct Debits

Please fill in whole form and send it to: Orange Personal Communications Services Ltd, Customer Services, PO Box 10, Patchway, Bristol, BS32 4BQ



### 1. Name and full postal address of your Bank or Building Society branch

To the Manager [REDACTED]  
Address [REDACTED]

### 3. Bank/Build Society Branch Sort Code

[REDACTED]

### 4. Bank/Build Society Account Number

### 5. Orange Ltd Reference No.

Postcode [REDACTED]

**6. Instructions to your Bank / Building Society Please pay Orange Direct Debits from the account detailed on this instruction subject to the safe guards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Orange Ltd, if so details will be passed electronically to my Bank or Building Society.**

### 2. Name(s) of Account Holder

Originator's Identification Number [REDACTED]

**SIGN HERE**

Bank and Building Societies may not accept Direct Debit instructions for some types of accounts

Signature [REDACTED]

Date **2 March 2011**



# Are U Happy?



Dear Miss Evans

Thank you for choosing to buy your new product from Phones 4u. It's our aim to ensure that you are 100% happy with your purchase and that you have all the information you require regarding your new product, offer and network. This document provides you with a summary of key information that you need to be aware of. Please take a few minutes whilst in store to read through. If you have any questions your sales advisor will be happy to answer them. Alternatively our Customer Service Team are always available to help you. You can contact our team by calling **0844 871 2231** or by e-mailing **talktous@phones4u.co.uk**. Thank you.

## Your Purchase Summary

Customer Address: [Redacted]

Handset:	<b>ORG SIM CONTR STD</b>	Price:
Network:	<b>Orange</b>	
Tariff:	<b>1 MONTH RACOON 300 MINUTES+100 TEXTS+ 3000 LANDLINE MINUTES</b>	<b>£15.32 per month*</b>
Insurance:	<b>No</b>	<b>N/A</b>
Length of Contract:	<b>Full Term of Contract</b>	<b>1 Month</b>
Sales Person:	[Redacted]	

**Tariff migration policy:**   
 You may switch to a higher or lower SIM Only Service Plan after your first Billing Date. Only one Service Plan change per month is permitted. In the event you do switch Service Plan you must give Orange not less than 10 days notice before your Billing Date. Service Plan changes will take effect after your next bill.

**No Insurance opted**   
 You have declined the option of insurance to protect your new account. Please be aware that your device\* is a high cost item to replace and you have chosen not to cover your device for loss, theft and damage with us\*. In addition to the device, you may also be liable for any unauthorised calls made on it as a result of theft or loss, as well as the ongoing monthly line rental during your airtime agreement. \*This excludes SIM only agreements, as no phone is supplied as part of the contract agreement we are unable to insure customers existing equipment. If you have purchased a SIM free handset alongside a SIM only agreement this is also excluded from the insurance proposition.

**Porting Your Old Telephone Number:**   
 Customers may port in at time of purchase using a valid PAC code Customers will be issued with a temporary number until the old number is transferred Customers may port in the telephone number within the first 6 months of the contracted period by contacting Orange Customer Relations by calling 07973100150 Customers porting from Orange prepay to Orange contract are unable to return the contract within the 14 day money back guarantee. If you are purchasing a mobile broadband product this will be issued with a new telephone number.

**Contract Duration: 30 Days**   
 Your network agreement is for the period of 30 days. This cannot be changed by Phones 4u or the network service provider. It is the responsibility of the account holder to end the agreement by writing to the network once the contract has expired. All existing agreements can only be cancelled by the account holder. Phones 4u are unable to cancel existing agreements with network service providers. If your tariff includes unlimited calls, text messages, mobile internet or web browsing this may be subject to a fair use policy set by your service provider. Information on this policy can be found by going to your service providers website or by customer services. You may give Orange written notice that you wish to end your contract at any time, and this will be effective 30 days after orange receive your notice. You will be required to pay the applicable monthly charge for your SIM Only tariff until the end of this 30 day notice period.

**Tablet and Mobile Broadband:**   
 Tablet and Mobile Broadband combined purchases will follow the standard network migration policy.

**Refunds & Exchanges:**   
 Please note that Phones 4u does not operate a 14-day cooling off period. If you have any questions in relation to this policy please speak to your sales consultant prior to completing your purchase. This policy does not affect your statutory rights

**Promotional Offers:**   
 Gifts: If your contract includes a gift, please read the terms and conditions on the reverse of this document.  
 Gift Type: None

**Payments due to you: Promotional Offer**  
 Payment Method:  
 Cash  £ 0 Given to customer in cash at point of sale **EZ PAY**  £ 0 Given to the customer via EZPay card load **Card**  £ 0 Please allow 7 working days to receive payment **N/A**  £ 0 No payment due to customer  
 Enter amount of payment in words two  
 Handset trade In QTY   
 Trade In?  Yes  No Trade In Value  £ 0

**I understand these are the only payments to be made to me by Phones4u**

Customer Signature: [Redacted] Date: **2 March 2011**

GSM/SFC Signature: [Redacted] Date: **2 March 2011**

GSM/SFC Print Name: [Redacted]

**IMPORTANT NOTICE**  
 The information provided in this document is a summary only ("the Summary") and is not intended to be a legally binding document. You should always ensure that, in addition to the Summary, you fully read the provisions of your agreement with your chosen (i) network provider and, if applicable, (ii) insurance provider ("the Agreements") prior to entering into such Agreements. It is the Agreements (and not the Summary) that are legally binding documents and they govern the provision of the services that you have taken. Phones 4u does not accept responsibility for any handwritten amendments made to any of the Agreements.

\*The total monthly price includes any additional value added services that may have been requested and VAT at the applicable rate. Please see your contract for all services purchased. Ver 16 20 December 2010

# Customer Information Form



Branch name: **Phones 4 U**

Branch no: **242**

Date: **02 March 2011**

**IMPORTANT - By registering their phone with Orange the customer will be bound to the Orange terms and conditions a summary of which is printed on the back of this form. It is important that the customer reads and understands this summary and they must be given a copy of the entire contract on request. A full copy is also included in the user guide that comes with the phone. Please complete this form and retain it for reference. Connection is subject to status, and a refundable deposit may be required before the customer can be connected. We may contact credit reference agencies when assessing the customer for credit**

**Proof of address seen** **ONE PROOF**  
Reference **Visa Debit - [REDACTED]**

**Proofs of signature seen**  
Reference

**Subscriber Details**  
Subscriber Name [REDACTED] Previous Address if less than 3 three years at current address  
Subscriber Address [REDACTED]  
Post Code [REDACTED]  
Time at Address [REDACTED]  
Date of Birth [REDACTED] Business Phone No [REDACTED]  
Marital Status [REDACTED] Home Phone No. [REDACTED]  
Time Present Employer [REDACTED] Time with Current Bank [REDACTED]  
Existing Customer [REDACTED] Accommodation Type [REDACTED]  
Occupation Type [REDACTED] Occupation/Job Title [REDACTED]

**Product and Service Requirement**  
Note: Handsets will have international access subject to credit check or deposit **1** No. of Handsets Please Tick if International Access is Not Required No. of Handsets requiring roaming service No. of Handset Requiring Premium Service  
Service Plan Requested **1 MONTH RACoon 300 MINUTES+100 TEXTS+3000 LANDLINE MINUTES** SIM Card No. [REDACTED]  
Serial No. **0000000000000000**  
Make/Model **ORG SIM CONTR STD** Orange Care  
Mobile No. [REDACTED]  
Orange Additional Requests (Please ensure that the phone can support these services) Line Two Itemised Bill

Value Added Services Description	Cost Per Month

Orange Account No. [REDACTED] Signature **SIGN HERE**  
Dealer Code [REDACTED] I confirm that the information held in the form is correct [REDACTED]  
Stockist Code/Name [REDACTED]  
Authorisation Code [REDACTED]  
Existing Mobile No. [REDACTED] Print Name **Miss Lynne M Evans**  
Proof of Signature Seen [REDACTED] Date **2 March 2011**  
i.e. Type & Number [REDACTED]

**Summary of Terms and Conditions**  
**How you've been set up to get your bills**  
■ You can see your free itemised e-bills online at orange.co.uk /youraccount. When you go online for the first time, you'll need your Orange account number (which is printed on this form). If you don't have access to e-bills online, please call us on 150 (or 07973 100 150 from any other phone) to ask for itemised paper bills (these cost up to £1.54/month depending on the tariff you've chosen).  
■ The contract remains in place for a minimum period as stated in your Service Plan. Where no period is specified you will remain connected for a minimum period of 12 months from the date of registration. If you wish to terminate the agreement you must give one month's written notice to terminate after the expiry of the minimum period.  
■ You must pay the Charges as set out in your Service Plan and the Price Guide which we may change from time to time.  
■ You will be liable for all call charges until you notify us that your device has been lost or stolen and for monthly line rental charges for the remainder of your contract.  
■ If you take an 18 month SIM only talk plan you will be in contract for 18 months.  
■ Our liability for direct loss is limited to a maximum of £3,000 per claim or series of related claims. We will not be liable for indirect losses including but not limited to loss of business, loss of profits or revenue or loss of use.  
■ You will not be able to switch to a lower or equivalent Service Plan for the first 6 months of a 12 month contract, the first 9 months of an 18 month contract, the first 12 months of a 24 month contract or the first 18 months of a 36 month contract. After the first 6, 9, 12 or 18 months, as appropriate, you may switch to the next lowest value Service Plan a maximum of one time for the remainder of your contract term. You are able to switch to a higher Service Plan at any time.  
■ I understand there is no money back guarantee policy.  
■ During your minimum connection period, you cannot migrate down to a lower Internet Everywhere service plan when purchased with a laptop offer.  
■ If you terminate your contract during the minimum term, a lump sum equivalent to (or in some cases less than) the total of all the monthly line rental due for the remaining period of your minimum term shall be payable.  
■ Your First Month Free product will last for 30 days and then automatically roll to a £5 monthly charge unless the product is cancelled.  
**credit assessment**  
I understand that information held about me by the Credit Reference Agencies may be linked to records with whom I am associated. I request that my application be assessed without reference to any 'associated' records, although I recognise that this may adversely affect the outcome of my application. I believe that there is no information relating to my partner that is likely to affect your willingness to offer financial services to me. I authorise you to check the validity of this declaration with credit reference agencies and if you discover any associated records, which would affect the accuracy of this declaration you may decide not to proceed with the application on this basis.  
**marketing to you**  
Orange or its group of companies will use your information to analyse and manage your account in accordance with clause 19 of our terms and conditions. By registering your device you agree we can keep you informed about the range of products, services and offers available across the Group. We may share your information with other Group companies. We or they may contact you by phone, mail, or electronically e.g. by text message or email to let you know about products, services or offers which may be of particular interest to you.  
Please call 150 if you do not want to receive such information.  
**iPhone**  
I hereby agree that use of the iPhone constitutes acceptance of the Apple iPhone Software Licence Agreement and other third party terms and conditions found in the iPhone box.

## Instruction to your Bank or Building Society to pay Direct Debits

Please fill in whole form and send it to: Orange Personal Communications Services Ltd, Customer Services, PO Box 10, Patchway, Bristol, BS32 4BQ



### 1. Name and full postal address of your Bank or Building Society branch

To the Manager [REDACTED]  
Address [REDACTED]

### 2. Name(s) of Account Holder

Originator's Identification Number [REDACTED]

Bank and Building Societies may not accept Direct Debit instructions for some types of accounts

### 3. Bank/Build Society Branch Sort Code

[REDACTED]

### 4. Bank/Build Society Account Number

### 5. Orange Ltd Reference No.

### 6. Instructions to your Bank / Building Society Please pay Orange Direct Debits from the account detailed on this instruction subject to the safe guards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Orange Ltd, if so details will be passed electronically to my Bank or Building Society.

Signature

**SIGN HERE**  
[REDACTED]

Date **2 March 2011**



# Are U Happy?



Dear Miss Evans

Thank you for choosing to buy your new product from Phones 4u. It's our aim to ensure that you are 100% happy with your purchase and that you have all the information you require regarding your new product, offer and network. This document provides you with a summary of key information that you need to be aware of. Please take a few minutes whilst in store to read through. If you have any questions your sales advisor will be happy to answer them. Alternatively our Customer Service Team are always available to help you. You can contact our team by calling 0844 871 2231 or by e-mailing [talktous@phones4u.co.uk](mailto:talktous@phones4u.co.uk). Thank you.

## Your Purchase Summary

Customer Address: [REDACTED]

Handset:	ORG SIM CONTR STD	Price:
Network:	Orange	
Tariff:	1 MONTH RACOON 300 MINUTES+100 TEXTS+ 3000 LANDLINE MINUTES	£15.32 per month*
Insurance:	No	N/A
Length of Contract:	Full Term of Contract	1 Month
Sales Person:	David Davies	

**Tariff migration policy:**   
 You may switch to a higher or lower SIM Only Service Plan after your first Billing Date. Only one Service Plan change per month is permitted. In the event you do switch Service Plan you must give Orange not less than 10 days notice before your billing Date. Service Plan changes will take effect after your next bill.

**No Insurance opted**   
 You have declined the option of insurance to protect your new account. Please be aware that your device\* is a high cost item to replace and you have chosen not to cover your device for loss, theft and damage with us\*. In addition to the device, you may also be liable for any unauthorised calls made on it as a result of theft or loss, as well as the ongoing monthly line rental during your airtime agreement. \*This excludes SIM only agreements, as no phone is supplied as part of the contract agreement we are unable to insure customers existing equipment. If you have purchased a SIM free handset alongside a SIM only agreement this is also excluded from the insurance proposition.

**Porting Your Old Telephone Number:**   
 Customers may port in at time of purchase using a valid PAC code Customers will be issued with a temporary number until the old number is transferred Customers may port in the telephone number within the first 6 months of the contracted period by contacting Orange Customer Relations by calling 07973100150 Customers porting from Orange prepay to Orange contract are unable to return the contract within the 14 day money back guarantee. If you are purchasing a mobile broadband product this will be issued with a new telephone number.

**Contract Duration: 30 Days**   
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**Tablet and Mobile Broadband:**   
 Tablet and Mobile Broadband combined purchases will follow the standard network migration policy.

**Refunds & Exchanges:**   
 Please note that Phones 4u does not operate a 14-day cooling off period. If you have any questions in relation to this policy please speak to your sales consultant prior to completing your purchase. This policy does not affect your statutory rights

**Promotional Offers:**   
 Gifts: If your contract includes a gift, please read the terms and conditions on the reverse of this document.  
 Gift Type: None

**Payments due to you: Promotional Offer**  
 Payment Method:  
 Cash  £ 0 Given to customer in cash at point of sale  
 EZ PAY  £ 0 Given to the customer via EZPay card load  
 Card  £ 0 Please allow 7 working days to receive payment  
 N/A  £ 0 No payment due to customer  
 Enter amount of payment in words zero  
 Handset trade In  QTY   
 Trade In?  Yes  No Trade In Value  £ 0

**I understand these are the only payments to be made to me by Phones4u**

Customer Signature: [REDACTED] Date: 2 March 2011

GSM/SFC Signature: [REDACTED] Date: 2 March 2011

GSM/SFC Print Name: [REDACTED]

**IMPORTANT NOTICE**  
 The information provided in this document is a summary only ("the Summary") and is not intended to be a legally binding document. You should always ensure that, in addition to the Summary, you fully read the provisions of your agreement with your chosen (i) network provider and, if applicable, (ii) insurance provider ("the Agreements") prior to entering into such Agreements. It is the Agreements (and not the Summary) that are legally binding documents and they govern the provision of the services that you have taken. Phones 4u does not accept responsibility for any handwritten amendments made to any of the Agreements.

\*The total monthly price includes any additional value added services that may have been requested and VAT at the applicable rate.  
 Please see your contract for all services purchased

# Customer Information Form



Branch name: **Phones 4 U**

Branch no: **242**

Date: **02 March 2011**

**IMPORTANT - By registering their phone with Orange the customer will be bound to the Orange terms and conditions a summary of which is printed on the back of this form. It is important that the customer reads and understands this summary and they must be given a copy of the entire contract on request. A full copy is also included in the user guide that comes with the phone. Please complete this form and retain it for reference. Connection is subject to status, and a refundable deposit may be required before the customer can be connected. We may contact credit reference agencies when assessing the customer for credit**

**Proof of address seen** **ONE PROOF**  
Reference **Visa Debit - [REDACTED]**

**Proofs of signature seen**  
Reference

**Subscriber Details**  
Subscriber Name [REDACTED] Previous Address if less than 3 three years at current address  
Subscriber Address [REDACTED]  
Post Code [REDACTED]  
Time at Address [REDACTED]  
Date of Birth [REDACTED] Business Phone No [REDACTED]  
Home Phone No. [REDACTED]  
Marital Status [REDACTED] Time with Current Bank [REDACTED]  
Time Present Employer [REDACTED] Accommodation Type [REDACTED]  
Existing Customer [REDACTED] Occupation/Job Title [REDACTED]  
Occupation Type [REDACTED]

**Product and Service Requirement**  
Note: Handsets will have international access subject to credit check or deposit  
1 No. of Handsets Please Tick if International Access is Not Required No. of Handsets requiring roaming service No. of Handset Requiring Premium Service  
Service Plan Requested **1 MONTH RACoon 300 MINUTES+100 TEXTS+3000 LANDLINE MINUTES** SIM Card No. [REDACTED]  
Serial No. **0000000000000000**  
Make/Model **ORG SIM CONTR STD** Orange Care  
Mobile No. [REDACTED] Line Two Itemised Bill  
Orange Additional Requests (Please ensure that the phone can support these services)

Value Added Services Description Cost Per Month

Orange Account No. [REDACTED] Signature **SIGN HERE**  
Dealer Code [REDACTED] I confirm that the information held in the form is correct  
Stockist Code/Name [REDACTED]  
Authorisation Code [REDACTED] Print Name **Miss Lynne M Evans**  
Existing Mobile No. [REDACTED] Date **2 March 2011**  
Proof of Signature Seen i.e. Type & Number [REDACTED]

**Summary of Terms and Conditions**  
**How you've been set up to get your bills**  
■ You can see your free itemised e-bills online at orange.co.uk/youraccount. When you go online for the first time, you'll need your Orange account number (which is printed on this form). If you don't have access to e-bills online, please call us on 150 (or 07973 100 150 from any other phone) to ask for itemised paper bills (these cost up to £1.54/month depending on the tariff you've chosen).  
■ The contract remains in place for a minimum period as stated in your Service Plan. Where no period is specified you will remain connected for a minimum period of 12 months from the date of registration. If you wish to terminate the agreement you must give one month's written notice to terminate after the expiry of the minimum period.  
■ You must pay the Charges as set out in your Service Plan and the Price Guide which we may change from time to time.  
■ You will be liable for all call charges until you notify us that your device has been lost or stolen and for monthly line rental charges for the remainder of your contract.  
■ If you take an 18 month SIM only talk plan you will be in contract for 18 months  
■ Our liability for direct loss is limited to a maximum of £3,000 per claim or series of related claims. We will not be liable for indirect losses including but not limited to loss of business, loss of profits or revenue or loss of use  
■ You will not be able to switch to a lower or equivalent Service Plan for the first 6 months of a 12 month contract, the first 9 months of an 18 month contract, the first 12 months of a 24 month contract or the first 18 months of a 36 month contract. After the first 6, 9, 12 or 18 months, as appropriate, you may switch to the next lowest value Service Plan a maximum of one time for the remainder of your contract term. You are able to switch to a higher Service Plan at any time.  
■ I understand there is no money back guarantee policy.  
■ During your minimum connection period, you cannot migrate down to a lower Internet Everywhere service plan when purchased with a laptop offer  
■ If you terminate your contract during the minimum term, a lump sum equivalent to (or in some cases less than) the total of all the monthly line rental due for the remaining period of your minimum term shall be payable  
■ Your First Month Free product will last for 30 days and then automatically roll to a £5 monthly charge unless the product is cancelled.  
**credit assessment**  
I understand that information held about me by the Credit Reference Agencies may be linked to records with whom I am associated. I request that my application be assessed without reference to any 'associated' records, although I recognise that this may adversely affect the outcome of my application. I believe that there is no information relating to my partner that is likely to affect your willingness to offer financial services to me. I authorise you to check the validity of this declaration with credit reference agencies and if you discover any associated records, which would affect the accuracy of this declaration you may decide not to proceed with the application on this basis.  
**marketing to you**  
Orange or its group of companies will use your information to analyse and manage your account in accordance with clause 19 of our terms and conditions. By registering your device you agree we can keep you informed about the range of products, services and offers available across the Group. We may share your information with other Group companies. We or they may contact you by phone, mail, or electronically e.g. by text message or email to let you know about products, services or offers which may be of particular interest to you.  
Please call 150 if you do not want to receive such information.  
**iPhone**  
I hereby agree that use of the iPhone constitutes acceptance of the Apple iPhone Software Licence Agreement and other third party terms and conditions found in the iPhone box.

## Instruction to your Bank or Building Society to pay Direct Debits

Please fill in whole form and send it to: Orange Personal Communications Services Ltd, Customer Services, PO Box 10, Patchway, Bristol, BS32 4BQ



### 1. Name and full postal address of your Bank or Building Society branch

To the Manager  
Address

Postcode

### 2. Name(s) of Account Holder

Originator's Identification Number

### 3. Bank/Build Society Branch Sort Code

### 4. Bank/Build Society Account Number

### 5. Orange Ltd Reference No.

**6. Instructions to your Bank / Building Society Please pay Orange Direct Debits from the account detailed on this instruction subject to the safe guards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Orange Ltd, if so details will be passed electronically to my Bank or Building Society.**

Bank and Building Societies may not accept Direct Debit Instructions for some types of accounts

Signature

Date

**2 March 2011**

**SIGN HERE**



# Are U Happy?



Dear Miss Evans

Thank you for choosing to buy your new product from Phones 4u. It's our aim to ensure that you are 100% happy with your purchase and that you have all the information you require regarding your new product, offer and network. This document provides you with a summary of key information that you need to be aware of. Please take a few minutes whilst in store to read through. If you have any questions your sales advisor will be happy to answer them. Alternatively our Customer Service Team are always available to help you. You can contact our team by calling **0844 871 2231** or by e-mailing **talktous@phones4u.co.uk**. Thank you.

## Your Purchase Summary

Customer Address:

Handset:	<b>ORG SIM CONTR STD</b>	Price:
Network:	<b>Orange</b>	
Tariff:	<b>1 MONTH RACOON 300 MINUTES+100 TEXTS+ 3000 LANDLINE MINUTES</b>	<b>£15.32 per month*</b>
Insurance:	<b>No</b>	<b>N/A</b>
Length of Contract:	<b>Full Term of Contract</b>	<b>1 Month</b>
Sales Person:		

**Tariff migration policy:**   
 You may switch to a higher or lower SIM Only Service Plan after your first Billing Date. Only one Service Plan change per month is permitted. In the event you do switch Service Plan you must give Orange not less than 10 days notice before your billing Date. Service Plan changes will take effect after your next bill.

**No Insurance opted**   
 You have declined the option of insurance to protect your new account. Please be aware that your device\* is a high cost item to replace and you have chosen not to cover your device for loss, theft and damage with us\*. In addition to the device, you may also be liable for any unauthorised calls made on it as a result of theft or loss, as well as the ongoing monthly line rental during your airtime agreement. \*This excludes SIM only agreements, as no phone is supplied as part of the contract agreement we are unable to insure customers existing equipment. If you have purchased a SIM free handset alongside a SIM only agreement this is also excluded from the insurance proposition.

**Porting Your Old Telephone Number:**   
 Customers may port in at time of purchase using a valid PAC code Customers will be issued with a temporary number until the old number is transferred Customers may port in the telephone number within the first 6 months of the contracted period by contacting Orange Customer Relations by calling 07973100150 Customers porting from Orange prepay to Orange contract are unable to return the contract within the 14 day money back guarantee. If you are purchasing a mobile broadband product this will be issued with a new telephone number.

**Contract Duration: 30 Days**   
 Your network agreement is for the period of 30 days. This cannot be changed by Phones 4u or the network service provider. It is the responsibility of the account holder to end the agreement by writing to the network once the contract has expired. All existing agreements can only be cancelled by the account holder. Phones 4u are unable to cancel existing agreements with network service providers. If your tariff includes unlimited calls, text messages, mobile internet or web browsing this may be subject to a fair use policy set by your service provider. Information on this policy can be found by going to your service providers website or by customer services. You may give Orange written notice that you wish to end your contract at any time, and this will be effective 30 days after orange receive your notice. You will be required to pay the applicable monthly charge for your SIM Only tariff until the end of this 30 day notice period.

**Tablet and Mobile Broadband:**   
 Tablet and Mobile Broadband combined purchases will follow the standard network migration policy.

**Refunds & Exchanges:**   
 Please note that Phones 4u does not operate a 14-day cooling off period. If you have any questions in relation to this policy please speak to your sales consultant prior to completing your purchase. This policy does not affect your statutory rights

**Promotional Offers:**   
 Gifts: If your contract includes a gift, please read the terms and conditions on the reverse of this document.  
 Gift Type: n/a

**Payments due to you: Promotional Offer**  
 Payment Method:  
 Cash  Given to customer in cash at point of sale **EZ PAY**  Given to the customer via EZPay card load **Card**  Please allow 7 working days to receive payment **N/A**  No payment due to customer  
 Enter amount of payment in words two  
 Handset trade in QTY  Yes  No Trade In Value

**I understand these are the only payments to be made to me by Phones4u**

Customer Signature: Date: **2 March 2011**

GSM/SFC Signature: Date: **2 March 2011**

GSM/SFC Print Name:

**IMPORTANT NOTICE**  
 The information provided in this document is a summary only ("the Summary") and is not intended to be a legally binding document. You should always ensure that, in addition to the Summary, you fully read the provisions of your agreement with your chosen (i) network provider and, if applicable, (ii) insurance provider ("the Agreements") prior to entering into such Agreements. It is the Agreements (and not the Summary) that are legally binding documents and they govern the provision of the services that you have taken. Phones 4u does not accept responsibility for any handwritten amendments made to any of the Agreements.

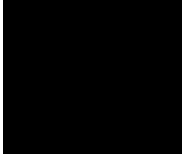
\*The total monthly price includes any additional value added services that may have be requested and VAT at the applicable rate.  
 Please see your contract for all services purchased


Ver 16 20 December 2010

5

# Audio Visual Hire Agreement

# DRAKE

  
 Ordered By      Llew Williams

**Job No.**                      0000003912  
**Delivery Date**              03 Mar 2011  
**Their Ref.**                      Llew Williams  
**Account No.**                  

**Delivery Date:**      03 Mar 2011              **Delivery Time:**      11:30  
**Hire Start:**            03/03/2011              **Start Time:**            11:30  
**Hire End:**              04/03/2011              **End Time:**              11:30

*Please note Insurance charge is not subject to VAT*

Item No:	Type	Description	Quantity	1 Day	Disc %	Total
LOUDAILER	Sound Spks	Loudhailer	1.00	10.00		10.00
		Insurance Charge	1.00			1.30

**Deliver To:**  
 customer collection  
  
**Tel:**

**Goods Total**                      11.30  
**VAT Total**                          2.00  
**Total**                                  13.30

In the event of a late cancellation the following charges will apply:  
 Cancellation within 24 hours of commencement of rental .....100%  
 Cancellation within 48 hours of commencement of rental.....£50%  
 Cancellation within 72 hours of commencement of rental.....£25%

**I agree to abide by the terms and conditions of the contract which I have read.**

Signed: .....

Printed: .....

Date: .....

**FAX BACK ON:**  
**029 20554909**  
  
**Orders will not be processed until**  
**the hire agreement has been**  
**returned**



2

# Argraffu Canol Caerdydd

Rhif yr Archeb...199.....

Order Number.....

Dyddiad/Date...30/12/10 .....

Cangen/Etholaeth/Ardal...Treguna.....

Branch/Constituency/Area.....

Pris Archeb/Order Cost...£15 x mil x (600M) £90/00.....

Taliwyd gan/Paid by..... /

Derbyniwyd gan/Received by.....

# Wickes

It's got our name on it.

5

WICKES CARDIFF WEST (280)

Cardiff West,  
Western Avenue,  
Gabalfa.  
Tel:- 02920-522145

V A T            408 5567 37

26/02/11                      13:34                      01-8694

012 Robyn

Sawn Treated Softwood 22x47mmx2.4m PK8  
107068 5 @ £16.99                      84.95 a

SALE Total                                      84.95

**£84.95**

MASTER                                      84.95-

Auth 056533

Merchant :

TerminalID :

Card \*\*\*\*\*  
ICC PIN Verified

Please debit my account with  
the amount specified

PLEASE RETAIN THIS FOR YOUR RECORDS

V.A.T. Breakdown

a 84.95 @ 20.000% VAT                      14.16  
Total VAT                                      14.16

Total No of Items:5



\*280018694260211\*

In the event that you want to return any Wickes Product. We promise to provide you with a full refund, or offer you an exchange, wherever possible. Simply return the goods within 6 months, in their original condition and in unused packaging, together with proof of purchase.

Pick up our NEW Wickes Catalogue  
Over 7000 products to order  
online at [www.wickes.co.uk](http://www.wickes.co.uk)  
or by telephone on 0845 274 1000

We actively check 1000's of competitors prices to make sure that the Wickes price is the best price.

But if you happen to find an equivalent product cheaper elsewhere, Wickes won't only match the price - we'll also beat it by an extra 10%.  
And that's a promise.

# Wickes

It's got our name on it.

WICKES CARDIFF WEST (280)	
Cardiff West, Western Avenue, Gabalfa, Tel:- 02920-522145	
V A T	408 5567 37

24/02/11

16:20

02-6727

005 Ranjith

Galv Extra Large Clout Nails 20x3mm 400g		
516043 1 @ £3.05	3.05	a
Mixed Cable Ties PK250		
711855 1 @ £5.11	5.11	a
Medium Cut Powagrip Hand Saw 550mm		
186772 1 @ £10.37	10.37	a

SALE Total 18.53

**£18.53** 8-16

Cash	20.00-
Change	1.47

V.A.T. Breakdown		
a 18.53	@ 20.000% VAT	3.09
	Total VAT	3.09

Total No of Items:3



\*280026727240211\*

In the event that you want to return any Wickes Product. We promise to provide you with a full refund, or offer you an exchange, wherever possible. Simply return the goods within 6 months, in their original condition and in unused packaging, together with proof of purchase.

Pick up our NEW Wickes Catalogue  
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We actively check 1000 s of competitors prices to make sure that the Wickes price is the best price.

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And that's a promise.



8

that was easy.

VAT Registration No. GB697-8707-56  
Unit B Excelsior Industrial Estate  
Batchelor Road  
Gabalfa - Cardiff - CF143AX  
Phone: 02920520484

405374	4045348011734	£3.99
STAPLES RECYCLED PAPER PLUS RM		
405374	4045348011734	£3.99
STAPLES RECYCLED PAPER PLUS RM		
103762	4045348048501	£36.20
+SPLS A4 VALUE COPIER 80G 5RM		
2 x £18.10		

SubTotal	£44.18
Visa Debit	£44.18

[ VAT Summary ]

VAT	Item Amt	VAT Amt
17.5%	37.60	6.58
TOTALS	37.60	6.58

Card Number: 4008830384

\*\*\*\*\*  
 £1,000 SHOPPING SPREE AT STAPLES!  
 ENTER TO WIN!

We care about what you think! Take a short survey and be entered into a monthly draw. Just log on to [www.staples-survey.co.uk](http://www.staples-survey.co.uk)

Rules available at  
[www.staples-survey.co.uk](http://www.staples-survey.co.uk)

\*\*\*\*\*  
 Buying for your business? Why not apply for a Staples Business Account and get up to 60 days interest free credit. Ask an Associate for details.  
 \*\*\*\*\*

THANK YOU FOR SHOPPING AT STAPLES

WHY NOT VISIT OUR WEBSITE  
[www.staples.co.uk](http://www.staples.co.uk)

PLEASE RETAIN FOR YOUR RECORDS

