

Price Match GUARANTEE

Customer Service  0044 3306781033

Once we've processed your claim, please allow 14 days for the payment to be credited to the same card used to make the original order. The time taken for the payment to appear on the credit or debit card statement varies, so the amount may not show on your next statement.

Terms & Conditions

If you purchase any handset or product with Smart Cellular and then find the same product for less on another UK website priced in pounds sterling, we will give you the difference subject to the terms and conditions below:

1. The Price Match Guarantee will only apply to products purchased such as handset or tablet made on the UK Smart Cellular website.
 2. The Price Match Guarantee will only apply to orders made on the UK Smart Cellular website which are then compared to offers made on another online retailers that is priced in pounds sterling.
 3. We must receive your email requesting the Price Match Guarantee within 24 hours of your Purchase. The Price Match Guarantee request must be emailed to the address, and include all of the required supporting information, specified on the Smart Cellular UK website.
 4. Before we can accept your request, we must be satisfied that: (a) the product you have purchased and the product you found on the other website are identical (including the GB, model, colour and condition); and (b) the product you found on the other website was available to order on that website (i.e. not subject to availability or on request) at the time you took your screenshot, and is priced fully and accurately.
 5. The Price Match Guarantee will not apply if the cheaper offer on the other website is obtained via a limited time promotion, promo code, cash back, coupon, voucher or member's discount.
 6. When assessing your request, we will only compare total product prices (which will include the cost of the product plus handling and delivery charges as well as any taxes, fees or other charges, whether payable at the time of order or on time of delivery).
 7. We can only make payments onto the card used to make the original purchase.
 8. We reserve the right to change or withdraw the Price Match Guarantee at any time.
 9. If you find a product cheaper on an auction sites such as eBay or market place resellers such as amazon, Wowcher or Groupon this will not be valid, and we will not accept the claim. The other online retailer must be a competitor with in the same industry.
- If you purchase a handset or tablet on our website and later find a cheaper product on another website, we will refund you the difference in price between what you paid us and the price that you found elsewhere.