

## GO Terms and Conditions for Device Trade-In Scheme ('Scheme')

1. This Scheme is owned and operated by GO p.l.c. ('GO')
2. These Terms and Conditions govern the trade-in of eligible devices by customers ('The Customer' or 'You') to GO in exchange for a discount towards the purchase of a new device.
3. The Customer is agreeing to all of these Terms and Conditions, without modification. If You do not agree to these Terms and Conditions, please do not participate in the Scheme.
4. Trade-In Rules:
  - i. The Customer must be 18 years of age and the sole, legal owner of the device(s) offered for trade-in.
  - ii. The Customer must be lawfully residing in the Republic of Malta.
  - iii. The Scheme is open to GO and any other Customers.
  - iv. The Customer must present the mobile device at a [GO outlet](#).
5. The Trade-In Value of a device will be determined by GO based on its model, condition, and current market value on the day that it is presented for inspection at the GO outlet. No other third-party valuations will be accepted.
6. The Trade-In Value for the device being offered to GO cannot be higher than the device being purchased. Any amount of the Trade-In Value that is higher than the value of the new device will be lost.
7. The Customer agrees to provide the device for inspection. After inspection, a final Trade-In Value will be communicated to The Customer. The Customer may choose to accept or reject this offer.
8. The device offered for Trade-In must turn on and off, have no significant physical damage, and have all personal data removed prior to submission. It must not be reported lost or stolen.
9. Devices that are damaged beyond reasonable wear and tear, have altered firmware or hardware, or fail to meet our specified criteria will not be accepted.
10. The Customer is responsible for backing up and removing all personal data including location services from the device before Trade-In. GO is not responsible for any loss or breach of data left on a traded-in device.
11. Ownership of the device shall transfer to GO upon Your acceptance of the Trade-in Value in exchange for a new device. The Customer agrees that once ownership of the traded-in device has been transferred, all rights over that device shall be relinquished.
12. The Trade-In value shall only be provided to the Customer as an option for a discount on a new device which may be deducted from the cost of the device being purchased or as a discount on the Customer's GO bill.
13. Either of the transactions described in the previous paragraph must take place during the same visit to the GO outlet as that when the Trade-In Value is communicated to the Customer. The Customer understands and accepts that, should he choose to leave the outlet and return at another time, the Trade-In Value offered on the device may vary, depending on further wear and tear, age and a change in condition on the device. GO accepts no liability whatsoever for any potential or consequential losses suffered by the Customer in this regard.
14. No cash or credit alternatives will be offered in connection with Trade-In. The Trade-In discount value or any unused portion thereof, are not transferable or exchangeable for any other goods or services and cannot be redeemed for cash.
15. GO reserves the right to stop this offer without prior notice.
16. GO reserves the right to stop any benefit resulting from any known or suspected abuse and/or misuse of this Scheme and/or non-observance of these Terms and Conditions.

17. GO processes and retains personal data in line with the applicable data protection and retention legislation in force in Malta. By participating in this Scheme, the Customer grants GO consent to be contacted for any reason in connection with the Scheme. For further details, please refer to Our Privacy Policy: <https://www.go.com.mt/privacy-policy>
18. To the fullest extent permitted by law, GO will not be liable for any loss or damage whatsoever (including but not limited to direct or consequential loss) or for personal injury and/or loss of life as a result of the Trade-In Scheme and the purchase of a new device from a GO outlet.
19. This Scheme and all matters relating to it shall be governed, construed and take effect in accordance with the laws of Malta, without giving effect to principles of conflict of laws, and the Courts in Malta shall be vested with the exclusive competence and jurisdiction to determine any dispute arising therefrom.
20. These terms and conditions have been drafted in the English language and the English text shall be regarded as the authoritative text. If these terms and conditions are translated into any other language, any ambiguity or disagreement that may arise shall be resolved by reference to the English text.
21. For more information, please contact Customer Care on our WhatsApp service by sending a message on 79707970 or scan QR code:

