GO p.l.c., GO, Tarxien Road, Zejtun ZTN 3000, Malta
t: 80072121
e: customercare@go.com.mt **w:** www.go.com.mt
Company Registration No. C22334
VAT Registration No. MT1282-6209

GO EASY BUY TERMS AND CONDITIONS

These terms and conditions were last updated on 14th August 2026

1. General

a. The GO Easy Buy Plan is being purchased by You from GO p.l.c. in accordance with the following Terms and Conditions.
b. It is Your sole responsibility to read carefully and understand the following Terms and Conditions and all the terms and conditions pertaining to Mobile Product and to the Eligible Plan which you are subscribed to, including the General Terms and Conditions.

2. Definitions

a. Unless stated otherwise or clearly evident from the context, all definitions contained in the General Terms and Conditions shall have the same meaning here and the GO Easy Buy Plan shall be included in the definition of 'Service' under such General Terms and Conditions.
b. 'Activation Fee' is a one-time fee that You would need to pay in order to subscribe for the GO Easy Buy Plan. This applies for both new and existing GO Easy Buy customers.
c. 'Eligible Plan' means a pay monthly Mobile Tariff Plan or a Home Pack Bundled Plan described as being compatible with the GO Easy Buy Plan on Our website at https://www.go.com.mt/mobile-plans/pay-monthly and the relevant terms and https://www.go.com.mt/homepacks and the relevant terms and conditions.
d. 'GO Easy Buy Plan' is the plan by which You are purchasing, upon signing the Order Form, a Device(s) by means of Monthly Payments made by You for the Term and subject to these Terms and Conditions which form part of Your Agreement.
e. 'Monthly Payment' means each scheduled monthly payment as stated on the Order Form which shall be paid by You to Us for the duration of the Term as a means of gradual payment for the GO Easy Buy Plan.
f. 'Device(s)' means the device(s) selected by You from a list made available by Us and identified in Your Order Form and to which these Terms and Conditions apply.
g. 'Order Form' is the application form, signed by You, in which You request the GO Easy Buy Plan and identify Your Device(s) and Monthly Payments.
h. 'Term' means the term of this Agreement which commences on the date Your Order Form is signed by You until the GO Easy Buy Plan is paid for in full. Subject to clause 6, the normal and intended duration of this Agreement shall be of thirty-six (36) months.
'Finance Limit' is the total amount that can be financed through GO Easy Buy and is determined by your eligibility in accordance with clause 4 and the Eligible Plan.

3. Terms

a. In order to apply for GO Easy Buy, a one-time Activation Fee of €25 applies.
b. Ownership of the Device(s) is being transferred to You immediately upon delivery of the Device(s) to You. This means that You are responsible for the proper care and diligent use of the Device(s) and battery throughout the Term and will ensure that these are used in a manner consistent with the manufacturer's recommendations and instruction manuals.
c. Faults developed during the statutory guarantee period shall be handled in accordance with Our Service Promise and our obligations at law.
d. You will still be responsible to pay all remaining Monthly Payments for the Term if the Device(s) is lost or stolen or if the Mobile Device(s) develops a fault at any time during the Term.
e. So long as you continue to pay Your Monthly Payments, GO will extend the guarantee on Your Device(s) to cover the full Term.
f. You will not be able to change the Monthly Payments which You opt for once Your Order Form has been signed.
g. Where Your Eligible Plan involves a service installation, the Device(s) is to be collected from Our outlet upon installation of Your Eligible Bundled Plan. Should the device(s) not be collected within 30 days from date of installation of the Eligible Bundled Plan, We reserve the right to cancel the 'GO Easy Buy Plan'. For the avoidance of doubt, the Activation fee will not be eligible for a refund.

4. Eligibility

a. You may only apply for GO Easy Buy Plan if You are 18 years or over and have proof of identity through a local identity or residence card. We may also ask You to provide documentation to prove you are in full-time employment.
b. You can apply for GO Easy Buy Plan when you sign up for a new twenty-four (24) month agreement for an Eligible Plan/s.
c. A credit check may be conducted by Us at Our outlet prior to signature of the Order Form.
d. We reserve the right to refuse your Application if We consider that You are not a suitable applicant for reasons such as Your credit status or history.
e. We reserve the right to carry out further credit checks and other related checks during the Term in order to safeguard Our interests and ensure that You remain eligible for GO Easy Buy Plan throughout the Term. Should we have reasonable cause to believe that You are no longer credit worthy, We reserve the right to terminate the Agreement.
f. All Device(s) that you wish to purchase under the GO Easy Buy Plan in connection with an Eligible Plan must be selected at the same time and included in the same Order Form. Once the Order form has been signed, no additional Device(s) may be added to that GO Easy Buy agreement.

5. Payment

a. You accept that the bill on which Your Eligible Plan and and Device(s) are invoiced shall be paid by direct debit for the Term.
b. You accept that the payments shall be carried out via direct debit mandate (DDM) set up from a valid debit account from one of the below banks:
    i. APS Bank
    ii. BNF Bank
    iii. Bank Of Valletta
    iv. HSBC Bank
    v. Lombard Bank
    vi. Any other bank as may be accepted by GO from time to time
c. The GO Easy Buy Plan shall be paid in 36 equal Monthly Payments as stated in Your Application. Each Monthly Payment shall appear and be charged on the same bill as Your Eligible Plan until any outstanding balance for the GO Easy Buy Plan is paid for in full.
d. Subject to Your regular payments, the Monthly Payments are interest free and inclusive of Value Added Tax (VAT). No capitalized interest or excise tax will be charged.
e. You may be requested to pay up to 3 Monthly Payments in advance depending on factors such as your credit rating status and history and whether You are already a GO Customer.
f. In the event that the Device(s) which You select is of a higher value than the sum of Your Monthly Payments, You will need to pay the difference in value immediately upon signing Your Application.
g. In the event that the Device(s) which You select is of a lower value than the sum of Your total Monthly Payments, any extra amount paid will be credited to Your Account as specified in Your Order Form.
h. You can choose to pay off the GO Easy Buy Plan total remaining balance at any time without incurring any penalties.
i. Unless otherwise indicated by Us within Our sole and exclusive discretion, any termination under clause 6.b.ii, 6.b.iii and 7.a shall require You to pay the outstanding balance for the GO Easy Buy Plan in full upon notification of termination by You or by Us and You bind yourself to pay such outstanding balance in full. You should also read the applicable terms and conditions for Your Eligible Plan as early termination fees and other charges or penalties may also apply if Your Eligible Plan is also terminated.

6. Duration

a. Should You already be subscribed to an Eligible Plan, You may apply for the GO Easy Buy Plan provided that Your Order Form is signed no later than the last day of the same calendar month in which Your new twenty-four (24) month agreement for the Eligible Plan commenced.
b. If You are already subscribed to an Eligible Plan under an agreement that commenced prior to the calendar month of when you are subscribing to the GO Easy Buy Plan, You will be required to renew your tariff onto a new twenty-four (24) month agreement in order to benefit from the GO Easy Buy Plan.
c. The GO Easy Buy Plan shall apply for thirty-six (36) months unless:
    i. You pay any outstanding balance for the GO Easy Buy Plan in full prior to the end of the Term;
    ii. The Agreement is terminated by You for whatever reason or by Us if You breach any of Your obligations under all applicable terms and conditions including the General Terms and Conditions and all terms and conditions relating to Your Eligible Plan; or
    iii. For whatever reason, You are no longer on an Eligible Plan during the Term.
    iv.

These Terms and Conditions shall rule for the entire duration of Your GO Easy Buy Plan.

7. Suspension and Termination

a. Apart from instructions by You to terminate the Agreement or Your Eligible Plan, You understand that the following circumstances shall also automatically bring about the termination by You of this Agreement and that clause 5.i shall immediately apply:
    i. a request for change of ownership of Your Eligible Plan;
    ii. a request to downgrade or move to an ineligible Plan;
    iii. a request to port-out Your Bundle Service to another service provider; or
    iv. a request to alter Your Order Form in any way.
b. This Agreement may be suspended or terminated by Us in accordance with all applicable terms and conditions including clause 4.e of this Agreement.
c. We reserve the right to pass on any liability arising out of this Agreement to third parties, including international debt collection agencies, without prior notice to You.
d. We may suspend, restrict or terminate this Agreement and Your Eligible Plan in the event of any persistent late or non-payment of Your Monthly Payments
e. Any extended warranty or other benefits associated with this Service shall be forfeited upon the termination of this Agreement.