



Pre – Order Full Fibre Terms and conditions

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1. What is Full Fibre Pre-Order and how does it work?

- Once we are aware that your Full Fibre broadband connection is within 3 months of going live then we can place a pre-order on your address.
- This will ensure you're the first in line to get access to the new Full Fibre connection.
- On placing your pre-order you will confirm commitment to the Full Fibre product of your choosing and we will notify you once that installation will take place by email along with confirmation of your selected product details once you're Full Fibre ready
- Your pre-reg fee will be deducted from the first monthly payment for your Full Fibre product.

2. What do I need to be aware of?

- As you are pre-registering your commitment to our broadband contracts you will need to be able to leave your existing broadband contract so it's worth checking with your existing provider that you are able to do so.

3. Cancellation

- If you change your mind you can cancel at any time prior to your installation but the pre-order booking cost is non- refundable.
- Both you and Zen may cancel the pre-order at any point. If there are any issues with order placement that are within Zen's control then we will honor a refund of the pre-order payment.

4. Standard terms

Our standard terms and conditions apply in addition to these terms, which you can find here <https://www.zen.co.uk/standard-terms-conditions>.