Highland Broadband
Built for speed

Promotional Voucher - Terms & Conditions

1. Eligibility

The promotional voucher is available to **new Highland Broadband customers only** who sign up via a qualifying offer. Customers must meet all eligibility criteria at the time of order.

2. Promotional Offers

The voucher is provided as part of selected Highland Broadband promotional packages and may vary depending on the offer (e.g. e-Gift Card value).

3. Qualifying for the Reward

To qualify for the promotional voucher:

- The customer must complete a valid order for an eligible Highland Broadband package
- The service must be successfully installed and activated
- The customer must remain active beyond the cooling off period (28 days)

4. Reward Fulfilment

- Once eligibility is confirmed, customers will receive an email with instructions on how to claim the reward
- Rewards are typically issued after the **customer has been installed and passed cooling off period**
- Fulfilment can take **up to 140 days from the order date**
- Customers should wait this full period before contacting Highland Broadband regarding the reward

13th May 2026

5. Claiming the Reward

- Customers must follow the instructions provided in the reward email
- Claims must be submitted within the timeframe specified in the email
- Failure to claim within this period may result in loss of the reward

6. Tracking and Order Validation

- All orders are subject to validation checks
- Highland Broadband reserves the right to withhold rewards if:
    - Orders are cancelled
    - Payments are missed
    - Eligibility criteria are not met

7. Restrictions

- Offer available to **new customers only**
- Cannot be combined with other promotions unless stated
- Limited to one reward per household unless otherwise specified

8. Lost or Misused Rewards

- Highland Broadband is not responsible for lost, stolen or misused vouchers once issued
- No cash alternative will be provided unless required by law

9. Changes to Promotions

- Highland Broadband reserves the right to modify or withdraw promotions at any time without prior notice

10. Support

For queries relating to the promotion or reward fulfilment, customers should contact Highland Broadband support after the full fulfilment period has passed

This prize draw operates in conjunction with our standard T&Cs, which are available on our website.