

## TERMS & CONDITIONS

### **General Description:**

These Terms supplement the provisions of the Subscriber Agreement (“SA”) [[www.globe.com.ph](http://www.globe.com.ph)] and Terms and Conditions specific to the Globe AT HOME 5G WiFi & 5G Loop (“T&C”) (the SA and T&C shall be collectively referred to as “Agreement”). In the event of any conflict or inconsistency between the provisions of the Agreement, the provisions of these Special Terms shall prevail as to the subject matter herein contained. All other terms and conditions of the Agreement not otherwise inconsistent with these Special Terms shall remain binding and effective.

### **1. Eligibility**

1.1 New and existing Globe AT HOME subscribers may avail of the latest Globe AT HOME 5G WiFi offer if the customer is able to:

- a. submit necessary application information and proof of valid identification
- b. for 101 device - pay the first top-up, device deposit, and other necessary fees
- c. for Loop device - pay the first top-up, device purchase cost, and other necessary fees

d. A customer is allowed to avail maximum two (2) devices per serviceable address for Globe AT HOME 5G WiFi the 101 device and maximum two (2) devices per serviceable address for Loop device. The customer shall be able to provide a valid ID or a document acceptable to Globe indicating the addresses which tallies with the valid ID presented. A customer may only be allowed to purchase a new device after 3 months from last order or if his/her device was damaged due to customer’s negligence or acts of God.

e. Globe shall have the sole right to terminate, cancel or suspend the services in the event the customer violates any terms and conditions herein.

\*Prices are subject to change without prior notice.

### **2. Device Ownership**

#### **Device - 101:**

2.1 The device shall remain, at all times, owned by Globe AT HOME’s accredited partner, LoopDesignLab PTE. LTD. (“Partner”)

For the avoidance of doubt, ownership of the device remains with Partner during the customer’s use of the device and thereafter.

#### **Device - Loop:**

2.2 The Device will be owned by the customer upon purchase.

### **3. Network Service & SIM Card Usage**

#### **Device - 101:**

3.1 The device is supplied for Globe AT HOME’s internet service and is designed and customised solely for Globe AT HOME.

3.2. As such, the device will not work on other operators’ 4G or 5G networks and sim cards when inserted inside the device.

3.3 The device may only be used with SIM-Cards officially pre-inserted and sealed with a ‘do not tamper sticker’ for the associated service provided by Globe AT HOME.

3.4. If it is discovered that the Customer is not making use of the SIM-Card and/or has tampered the device’s ‘do not tamper sticker’ or any of its parts or other analogous violations as determined by Globe AT HOME, Globe AT HOME and Partner reserve the right to suspend, terminate, cancel and retrieve the device with or without prior notice, without prejudice to other legal remedies that Globe AT HOME/Partner may exercise to protect its interest. Further, the customer is not entitled for any refunds or deposit returns under this scenario.

#### Device - Loop:

3.5 The device is supplied for Globe AT HOME's internet service and is designed and customised solely for Globe AT HOME.

3.6. As such, the device will not work on other operators' 4G or 5G networks and sim cards when inserted inside the device.

3.7 The device may only be used with SIM-Cards officially pre-inserted and sealed with a 'do not tamper sticker' for the associated service provided by Globe AT HOME.

3.8. If the Customer is not making use of the SIM-Card and/or has tampered the device's 'do not tamper sticker' or any of its parts or other analogous violations as determined by Globe AT HOME, the 12mos. usage warranty for device defects shall become null and void.

#### **4. Device Returns and Refunds**

##### Device - 101

4.1. For a defective device, please notify our support team via the device's support button. A defective device shall be reported and returned within 7 calendar days from date of receipt to the assigned Globe representative to be eligible for refund. A defect does not include flaws resulting from normal wear and tear, damage arising from customer's fault, negligence, abuse or improper usage of the product, electrical surges as a result of load shedding and similar reasons attributable to the subscriber as determined by Globe AT HOME/Partner. The subscriber agrees that Globe AT HOME/Partner has no liability for any damages or costs due to the aforementioned reasons.

4.2. Once the defect has been reported, Globe AT HOME's authorized representative will inspect the Device and make the necessary repair or replacement. Should the same model device not be available, the Device will be replaced with a similar or equivalent model available.

##### Device - Loop:

4.3. For a defective device, please notify Globe AT HOME via the official after-sales channels or using the loop app support button.

4.4. A defective device shall be reported and returned within the first seven (7) calendar days from purchase to be eligible for return, refund or replacement.

4.5 A defect does not include flaws resulting from normal wear and tear, damage arising from customer's fault, negligence, abuse or improper usage of the product, electrical surges as a result of load shedding and similar reasons attributable to the subscriber as determined by Globe AT HOME/Partner. The subscriber agrees that Globe AT HOME/Partner has no liability for any damages or costs due to the aforementioned reasons.

4.6 For devices that incur a defect within twelve (12) months from receipt, the consumer may return the unit for repair by reporting via the loop app support button or Globe official Channels.

4.7. Once the defect has been reported, Globe AT HOME's authorized representative will inspect the device and make the necessary repair or replacement. Should the same model device not be available, the device will be replaced with a similar or equivalent model available.

#### **5. Non-Loading and Returns:**

##### Device - 101:

5.1 The customer may opt to terminate the service and return the device anytime if he/she is not satisfied with it, provided that the Device and its accessories are in good working condition as determined by Globe AT HOME/Partner. If the customer no longer wishes to reload the Device and fails to do so within 30 days, he/she warrants to return the Device to Globe AT HOME/Partner immediately. Failure of the customer to return the Device would make him/her liable for its cost as determined by Globe AT HOME/Partner. The latter reserves the right to pursue any legal remedies as needed to ensure that the device is returned by the customer.

5.2 The customer may return the device anytime by clicking the device's support button hotline and sharing appropriate details for pick-up.

5.3. If the customer fails or refuses to return the device during the scheduled pick-up, Globe AT HOME/Partner will be entitled at any time to retake possession of the device, wherever found and from whosoever has possession thereof. The customer shall be liable to Globe AT HOME/Partner for the costs or damages sustained by the latter due to the customer's failure or refusal to return the device.

5.4. Should the device be not returned or cannot be found at customer's possession, the device will be reported as stolen to the relevant authorities and will be dealt with accordingly.

5.5. The customer agrees to reload within 30 days from expiry or full consumption of the last load or promo top-up. Failure of the customer to do the same shall entitle Globe AT HOME/Partner the right to deactivate the sim and retrieve the device.

**6. Data Privacy**

6.1 The customer agrees and consents that any personal data provided to Globe AT HOME/Partner as part of the service application, provisioning and managing of his/her Globe AT HOME 5G WiFi account, until its successful termination, will be processed in accordance with the [Data Privacy Act of 2012](#) and the [Privacy Policy of Globe](#).

**7. Miscellaneous**

7.1 Globe AT HOME reserves the right to add, delete, stop or modify any or all of the offerings without prior notice.

7.2 Globe AT HOME reserves the sole right to approve or deny the application or terminate the service if the customer is found violating the policy.

7.3 This Globe AT HOME offer shall be intended for customer's personal use only and shall not be in any way utilized for resale, redistribution or for any commercial purposes. Further, Globe reserves the right to exercise all legal remedies in the event of any violation by the customer such as illegal use, tampering of the device, reengineering of the system or software and other analogous cases as determined by Globe.

By checking "I hereby agree and accept." or by signing this form, the customer hereby confirms that he/she has read and understood the foregoing Special Terms and Agreement (<https://shop.globe.com.ph/terms-and-conditions>) and the Data Privacy Policy\_\_\_\_(<https://www.globe.com.ph/privacy-policy.html>) and that he/she agrees to be bound thereby.

[ ] I hereby agree and accept.

\_\_\_\_\_  
Complete name and signature

\_\_\_\_\_  
Date