

## FAQs

### **When will my requested Modular Earphones be sent?**

The goal is to send your case within sixty days.

### **I have purchased multiple Fairphone 3 smartphones, can I participate with multiple devices to this promotion?**

If you would like to submit more than one purchased Fairphone 3, please contact us at [fairphone@activationboxx.com](mailto:fairphone@activationboxx.com)

### **I bought a Fairphone 3 in the campaign period, but not from one of the participating resellers. Can I still join in?**

No, the Fairphone 3 must have been purchased from the selected resellers across Europe that are listed in the Conditions of Participation.

### **I bought a Fairphone 3 at one of the participating parties, but not within the campaign period. Can I participate?**

No, this promotion is valid for purchases made during the period of May 4, 2020 until May 31, 2020.

### **The campaign period has expired, but I have not yet requested my Modular Earphones. Can I still participate?**

Yes, you can submit your registration for the earphones until 15 June 2020 at 23.59. If you bought from the participating reseller Proximus or Epic in Belgium, you have until 15 July 2020 at 23.59 to submit your registration.

### **I would like to participate and request the modular earphones, but I don't want to submit all my details as requested on the website. Can I participate?**

No, the data as requested on this website must be provided in full in order to be able to participate to qualify for the free modular earphones. Your data will be treated in accordance with the Data Protection Act and Fairphone's Privacy Policy [here](#).

### **I would like to buy a Fairphone 3 from Fairphone's website. Am I eligible for this promotion as well?**

Fairphone is also offering the same reward of free Modular Earphones when purchasing a Fairphone 3 on their website [fairphone.com](http://fairphone.com). Please note that the process and T&Cs are different from purchase through a participating reseller.

**I saw Fairphone is also running a campaign on their website. Can I participate in both? How are the campaigns different?**

You cannot participate in both. The purchase of one Fairphone 3 makes you eligible for one unit of Modular Earphones.

The reward for free Modular Earphones is the same for both campaigns, the fulfillment process differs for both campaigns. When buying directly from the Fairphone website, you request your unit of Modular Earphones as part of the purchase of the Fairphone 3. When buying a Fairphone 3 from one of the participating resellers, the fulfillment happens afterwards through this website [promotions.fairphone.com](https://promotions.fairphone.com)

**Contact**

If you have any further questions, please send an e-mail to [fairphone@activationboxx.com](mailto:fairphone@activationboxx.com)

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