

Customer Reviews Policy

Introduction

At Tesco Mobile, we value the opinions and feedback of our customers and are committed to ensuring the integrity and transparency of reviews published on our platform.

Our approach

We partner with Feefo, a trusted ratings and reviews platform, that collects reliable reviews on our behalf. Invitations for reviews are only sent to verified customers to ensure our reviews genuinely reflect the experiences of those who have purchased and used the product/service they are reviewing. Only those who receive an email, having purchased a product/service through the Tesco Mobile website or a Tesco Mobile Phonestop, will be contacted.

To encourage full transparency, Tesco Mobile do not incentivise customer reviews. Customers will not be paid,

offered a discount, or promised a refund for providing their feedback.

Customers are encouraged to provide honest and constructive feedback based on their genuine experience of the product or service. We ask customers to refrain from using offensive or inappropriate language and to not include personal data or sensitive information.

How to report a suspected fake review

While we take all reasonable measures to ensure the authenticity of reviews, if you identify a review you believe to be fake, you can report this by contacting [**compliance@feefo.com**](mailto:compliance@feefo.com) or report online at [**www.business.feefo.com/suspicious-review**](http://www.business.feefo.com/suspicious-review).

This will be investigated and if we believe this review to be fake or misleading, we will take steps to remove the review, and if we deem necessary, prevent the user in question from submitting future reviews.