**Refund policy**

**Returns policy:**

If purchased online or over the phone our airtime or mobile phone contract can be cancelled within 14 days of receipt of the goods. – please note handsets must returned in a resalable condition and any handset returned outside of the 14 days cannot be disconnected.

If purchased in-store there is no 14-day cancellation period.

**Return Process:**

All returns and cancellations require authorisation, which can be obtained by calling **(your Number)** please note that unsolicited returns and/or handsets that are not in resalable condition will not be processed and will be returned to the contract holder.

If there is an associated airtime agreement, you will remain liable to pay for the line rental until the unused phone and all other goods we supplied to you are received back by us in their original packaging. You are also liable for any out of bundle charges incurred during this time.

You must return your mobile phone within 14 days of receipt if you are not entirely happy with it - Please note if we do not receive your handset within this time frame, we will not be able to disconnect it after this period - In order to receive your refund, and cancel any contract phones, we ask that you return the entire goods in the original condition with all the packaging, along with any free gifts and/or promotional items sent out with the order. The customer is fully responsible for the goods until we receive the goods back. If there is anything missing from the kit, or the goods are in anyway damaged, the customer will be charged accordingly.

If you should return a phone to us we recommend you use ‘Royal Mail Special Delivery’ as this will insure your product up to £500 and should cost no more than £7. We cannot refund for items downloaded onto mobile phones or sim cards such as ring tones, logos, games, or content which is lost due to faults or returning of products. We cannot make reimbursements for any loss of data, such as phone book or personal information that is stored on your mobile phone or sim card and subsequently lost due to a fault or request to return the product. We recommend you back up any data stored on your mobile phone as often as possible, to avoid such issues.