

# Vodafone Broadband Router Delivery and Returns Policy



Vodafone Business Customers

Read our FAQs to find out everything you need to know about our delivery and returns policy for our Vodafone Broadband router. An up to date copy of this Vodafone Broadband router delivery and returns policy can be found at [www.vodafone.co.uk/businessbroadband](http://www.vodafone.co.uk/businessbroadband).

## Order and Delivery:

### How will my order be delivered?

We can deliver your order to your billing address or broadband installation address. We can't change any details once you've placed your order.

Someone will need to be in to sign for it otherwise, it'll go back to your local courier depot, or Royal Mail depot and the driver will leave a card with details of how to collect it or rearrange delivery.

### If your Vodafone Broadband router is faulty?

We'll help you sort out any faulty equipment, as long as:

- you bought it from us;
- you bought it within a reasonable timescale; and
- it has a genuine fault.

If the fault is covered by a manufacturer's warranty, fixing it will be free.

If your equipment is faulty please contact us free on **08080 034 515** from any landline or mobile, or 191 from a Vodafone mobile. We will provide you with a replacement Vodafone Broadband router and a returns bag for you to send the faulty equipment back to us. Please note that your replacement Vodafone Broadband router may be a fully refurbished router. If you fail to return the faulty equipment to us we may apply a charge to you to represent the cost of equipment not returned.

## Cancellation and Returns:

### What do I do if I've changed my mind and want to cancel my order?

You have the right to cancel your order and return any Equipment (such as the Vodafone Broadband router) we've supplied to you. You can cancel at any point from when you place your order up to no later than 14 days from the day your Vodafone Business Broadband and Phone Services were activated by us ("Cooling-Off Period").

If you want to cancel your order and /or need to arrange collection of your Vodafone Broadband router, please get in touch on **08080 034 515**, free from a landline or mobile, or on 191 from a Vodafone mobile. We'll need your name, account number, address, telephone number and other personal information. Please have this information to hand.

If you change your mind outside the Cooling-Off Period you'll need to notify us in accordance with the Vodafone Business Broadband and Phone Services Agreement which may be updated from time to time, and is available on our Website and in this event, you may have to pay an Early Termination Fee. For further details on the Early Termination Fee, see the Vodafone Business Broadband and Phone Price Plan Guide at [www.vodafone.co.uk/businessbroadband](http://www.vodafone.co.uk/businessbroadband).

### What happens once I've told you that I want to cancel my order?

We will send you a pre-paid envelope, which will arrive in 2-5 days (this wait won't affect your 14-day return period, as you've already let us know).

Vodafone Broadband router returns and delivery policy, Version 3, 20 May 2019

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Put everything that came with your order into the envelope and post it to us.

We'll then complete your cancellation request and close your accounts.

Please note, failure to return any equipment to us may result in you incurring charges to your account to represent the cost of the equipment not returned to us.

## What will I pay for if I cancel?

If you cancel your order before the end of the Cooling-Off Period and we've started to provide you with the Services, you'll need to pay for:

- any line rental (including any 'extras' and/or 'add-on' services); and
- any use of services not covered by the line rental (international calls or premium rate calls, for example),

for the period up to the date you notified us of your cancellation.

Please note that we will credit you any line rental charges (including any phone features, added packages, 'extras' and/or 'add-on' services) that you may have incurred from the date you have notified us that you want to cancel up to the date we received the Vodafone Broadband router.

You'll also need to pay for any activation, installation, connection or other service and maintenance fees you agreed to in order to obtain the Vodafone Business Broadband and Phone Services. These Charges can be found in the Vodafone Business Broadband and Phone Price Plan Guide which can be found at [www.vodafone.co.uk/businessbroadband..](http://www.vodafone.co.uk/businessbroadband..)

We'll also only refund the standard postage costs, if applicable, that you paid for delivery of the Vodafone Broadband router.

You'll need to return the Vodafone Broadband router in good condition, subject to fair wear and tear. If you return the Vodafone Broadband router with missing parts, damaged or in poor condition, we may charge you a reasonable fee or reduce the amount of refund we pay to you.

It is your responsibility to ensure that you do not use the Vodafone Business Broadband and Phone Services once you notify us that you have cancelled your order. If you continue to use the Vodafone Business Broadband and Phone Services once you have notified us, you may still be charged.

This policy's terms won't affect your rights under the Vodafone Business Broadband and Phone Agreement.