



## Instructions for cancellation

### Right to cancel

You have the right to cancel your contract within **14 days** without giving any reason.

The cancellation period will expire after **14 days** from you receiving your Products. If you have purchased multiple Products in the same transaction, the 14 days will commence on the date you receive the last of the Products.

To exercise your right to cancel you must inform us of your decision to cancel your contract. You can do this by calling us free on **191** from your Vodafone mobile, **033 330 40191** from any other line (standard rates apply) or by printing our cancellation form and sending it to **Vodafone Limited, The Connection, Newbury, Berkshire RG14 2FN**.

### Effects of cancellation

If you cancel your contract, we will reimburse all payments received including the costs of delivery (except for any extra costs that arise from you choosing a non-standard delivery option).

In the result of any unnecessary handling or damage, we may make a deduction from the reimbursement amount for any loss in value relating to any Products supplied.

We will make the reimbursement without undue delay, and not later than

- a. **14 days** after the day we receive any returned Products supplied, or
- b. (If earlier) **14 days** after the day you provide evidence that you have returned the Products, or
- c. If there were no Products supplied, **14 days** after the day on which we are informed about your decision to cancel your contract.

You will only be liable for any diminished value of the Products resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the Products.

We will make the reimbursement using the same means of payment as used for the initial transaction, unless you have expressly agreed otherwise. You will not incur any fees as a result of the reimbursement.

### How do I return my Products?

There are a few options for returning Products to Vodafone once you have cancelled your contract.

You can return the Products with proof of purchase to your nearest Vodafone retail store and our retail advisers will be able to help you. Unfortunately, you cannot take a Broadband router back to any of our stores.

If you wish to return a Broadband router or cannot return the Products to a store, we ask you post the Products to us at the following address:

*'Ingram Micro'*  
*Communications House*  
*Vulcan Road North*  
*Norwich*  
*NR6 6AQ*

Please be aware that you are responsible for all costs in returning Products to us following cancellation within 14 days. Products that are returned to us remain your responsibility until we have



received them. We recommend that you send your returns using a recorded or signed for postal service and that you retain your proof of postage.

You can refer to our Returns Policy for more information on your options for returning Products.

If you requested to begin the performance of services during the cancellation period, you'll still be responsible for paying for any services such as line rental, call charges and data used up to the date of cancellation.

We aim to contact you within **5 days** of receiving your cancellation form. If you haven't heard from us within this time please call us free on **191** from your Vodafone mobile or **033 330 40191** from any other line (standard rates apply).



## Cancellation Form

To Vodafone Limited of The Connection, Newbury, RG14 2FN

I, (name) \_\_\_\_\_

of (address) \_\_\_\_\_

hereby give notice that I cancel my order under which I received

\_\_\_\_\_

(For example: Pay Monthly/SIM Only/Home Broadband/Pay As You Go/V by Vodafone (IoT)/Accessory)

This was an (please tick):

Upgrade                       New connection                       Other

The mobile number relating to the device I want to cancel is \_\_\_\_\_

(make and model of device) \_\_\_\_\_

Ordered by me on (date) \_\_\_\_\_

and received on (date) \_\_\_\_\_

Please note that the cancellation period will expire after **14 days** from you getting your welcome letter or your Products (whichever arrives later). If it has been more than **14 days**, you cannot cancel by sending this form, please call us free on **191** from your Vodafone mobile or **033 330 40191** from any other line (standard rates apply) for further advice.

I understand that Vodafone may need to contact me regarding my cancellation.

My daytime contact telephone number is: \_\_\_\_\_

My contact email address is: \_\_\_\_\_

I understand that it is my responsibility to remove and back up any content or data on any device I have received before returning it to Vodafone.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_