



Instructions for cancellation

Right to cancel

You have the right to cancel your contract within **30 days** without giving any reason.

The cancellation period will expire after **30 days** from you receiving your device.

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 premium delivery service such as Next Day or Saturday delivery).

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 goods supplied.

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

- a. **14 days** after the day we receive any returned goods supplied, or
- b. (If earlier) **14 days** after the day you provide evidence that you have returned the goods, or
- c. If there were no goods 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 goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

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.

If you purchased the goods at a Vodafone retail store you **MUST** return them to a Vodafone retail store. If you purchased your goods from our telesales team or our online shop then you **MUST** return them to us using the returns bag. We will send a returns bag to you without undue delay, and in any event not later than **14 days** from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of **14 days** has expired.

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 Pay Monthly Airtime Agreement under which I received

(make and model of handset)

This was an (please tick): An upgrade A new connection

The mobile number relating to the phone I want to cancel is

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 device (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 the device before returning it to Vodafone.

Signed:

Date: