

Returns and exchange policy

We want you to be happy with your brand new purchase and know that you didn't have the opportunity to look at it before you ordered.

So, if you have changed your mind, or if you find your product is faulty when it arrives, we are happy to exchange this (for handsets only) or cancel your agreement and provide a refund. We do have one condition though and that is you must let us know within **seven working days** from when your order arrives.

Please follow the instructions below which apply to products purchased on our website or by telephone.

Exchanges

If you change your mind we will be happy to change your handset provided:

- You return the product to us within seven working days from the day you received your product
- The exchange is subject to availability
- A maximum of one handset is permitted
- If the price of the handset exchange is more than the original handset, we will ask you to pay the difference or, where it is less, we will refund the difference

The following exclusions apply:

- SIM free (unconnected) handsets
- Prepay airtime purchases (top-ups)
- Games, ringtones, downloads, Talk2Text, and graphics
- Car kits once they have been installed
- Hands-free units with earpieces that have been used

How to arrange your exchange

1. Call our exchange team on 0871 522 3401 (Calls cost 10p per minute plus network charges) who will explain how to exchange the product.
2. Return the product to us within two working days of letting us know you have changed your mind or there is a fault. Incomplete returned exchanges cannot be accepted and will be returned to you.
3. For data protection reasons we will need the following information to process your cancellation and return:
 - Your full name and full address (including postal code)
 - The transaction number of your purchase (included on the upper right-hand corner of your invoice)
4. Include all the following items: handset, battery, charger, manual and any included accessories.
5. Make sure you KEEP the SIM card - you'll need to use it in your replacement handset.
6. Save any data you wish to keep which has been put on the handset (contacts, photos, downloads, etc) as you will not be able to transfer the data once you have sent us the handset.
7. Enclose all original packaging.
8. Make sure you enclose proof of purchase.
9. Liability for the handset remains with you until we receive the handset. We recommend you use Royal Mail Special Delivery to protect yourself.

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Refunds

If you change your mind we will be happy to cancel your agreement and provide a refund of any amounts paid in respect of the products provided:

- You have not have used any of the products. Usage of your SIM card or handset signifies acceptance of your airtime contract and handset. Usage means, but would not be limited to using the network for example by making or receiving a call, SMS or MMS, accessing the Web or downloading, or using any of the functions of the product for example amending settings, saving any data, adding a contact or appointment, taking a photograph or using an application. You will not be able to return your handset or cancel your airtime contract if the SIM card or handset has been used. If you use your handset whether before or after notifying us of your wish to cancel, you will be responsible for all charges incurred under your airtime contract and these may not be refunded. Additionally, you may not be permitted to cancel your airtime contract under the terms thereof. Please refer to the terms of your airtime contract for further information.
- You notify us of your intent to cancel within seven working days starting the day your order arrives. If your airtime provider has required a deposit and the airtime contract is cancelled, you will need to request a refund of your deposit from the airtime provider directly.
- You must take care of the products (including all equipment, manuals and accessories) until received by us so all products must be returned undamaged and unused otherwise you may be charged for the cost of collecting them or the value of the missing, damaged or used items.
- If you use your product whether before or after notifying us of your wish to cancel, you will be responsible for all charges incurred under your airtime contract and these may not be refunded.
- The following products and services are excluded from this right to cancel:
 - Business customers
 - Prepay airtime purchases (top-ups)
 - Games, ringtones, downloads, Talk2Text, and graphics
 - Car kits once they have been installed
 - Hands-free units with earpieces that have been used

See below for how to arrange your refund or return

Faulty goods

I want to exchange it

If the product is faulty we will be happy to exchange it for an identical model. Where an identical product is not available, we may provide you with a product of similar value. See below for how to arrange your exchange

Should your product develop a fault within 28 days of purchase, we are happy to either exchange it, repair it or provide a refund as detailed below. This policy does not apply where the product has developed a fault as a result of your intentional negligent or damage. For faults that have developed after 28 days, you may still be entitled to an exchange, repair or partial refund. Please all our customer service team on 0871 522 3401 who can discuss this with you (Calls cost 10p per minute plus network charges).

You'll need to describe the fault in detail to our customer advisors, as our expert returns team screen all faulty returns. If the fault you describe is not found on receipt by us, the original product will be returned to you and no exchange, repair or refund will be provided.

Neither exchange, repair nor refund will entitle you to cancel your airtime contract and you will remain liable for all line rental, calls and other charges under it. You may therefore prefer an exchange or repair to a refund.

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I want to get it repaired

If the product is faulty we will be happy to repair it for you. Full repair terms and conditions apply - please ask in store, visit our site or speak to one of our customer advisors on 0871 522 3401 for details (Calls cost 10p per minute plus network charges). See below for how to arrange your repair.

How to arrange a repair

1. You must either take your handset to one of our 51 Express Repair Centres for a same day repair or take your handset into any Carphone Warehouse store for an insured 'send away' repair service.
2. For products other than a mobile phone handset, we recommend you follow the manufacturer's repairs procedure for the speediest service. Please call our customer service team on 0871 522 3401 who can discuss (Calls cost 10p per minute plus network charges).
3. Please ensure that any data that you wish to retain that has been put on the product (contacts, photos, downloads, etc) has been saved elsewhere if possible as you will not be able to transfer the data once you have sent us the product.
4. Please ensure you provide proof of purchase.

I would like my money back

If the product is faulty we will be happy to provide you with a refund of the price paid for the faulty products provided:

- Where you have used the handset or used the SIM card in the handset you will be deemed to have accepted the physical condition of the handset and we will only provide a refund if there is a fault with the operation of the handset.
- We are unable to refund any unused airtime credit on the return of a pre-pay handset. See below for how to arrange a refund. On exchanges, we will despatch your new handset once our returns team has received your original handset (complete with all accessories and packaging as described above).

How to arrange a refund or return

1. For Change of Mind returns, we recommend you first call our returns team on 0871 522 3401 (Calls cost 10p per minute plus network charges) who will explain how to write to us to cancel and return your product. Returns are made at your cost. If we have to collect the product from you, you must make it available for collection and we will be entitled to charge you the costs of collection (which may be substantial).
2. For Faulty returns, you must first call our returns team on 0871 522 3401 (Calls cost 10p per minute plus network charges) who will explain how to cancel and return the product. You must return the product to us within two working days of notifying us of the fault.
3. For data protection reasons we will require the following information to process your cancellation and return:
 - Your full name and full address (including postal code)
 - The transaction number of your purchase (included on the upper right-hand corner of your invoice)

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4. If you had requested to keep your existing mobile number and you have then cancelled your agreement with us, you must contact your previous airtime provider before you cancel your agreement with us and request a new Port Authority Code if you wish to keep this mobile number. If you do not contact them or you do not have another active SIM card to transfer this mobile number to, you may lose your mobile number forever.
5. Please ensure you include all of the following items: handset, battery, charger, manual, unused SIM card (unless you are upgrading your handset and have not been provided with a new SIM card), and any included accessories.
6. Please enclose all original packaging and proof of purchase.
7. It is your responsibility to show that any cancellation notice has been posted and to ensure that the product is received by us and we therefore recommend the use of Royal Mail Special Delivery.

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