

Please use this form to request a return only. Do not send any items from your order until we have confirmed receipt of this form.

Full name:

Address (incl. postcode):

Mobile number on your iD Mobile account:

Contact number:

Email address:

What would you like to return? (Please tick)

Pay monthly new subscription

Pay Monthly Upgrade

Accessory

Date phone was ordered:

Date phone was delivered:

### Important information

**Before sending this form to us, please read through the conditions of return and make sure to:**

- Check your return period. If you're upgrading, you have 14 days from the date you received your new phone to return it. If you purchased a new deal, the return period is 14 days from the date you received your SIM card and/or phone.
- Back up any content or data and factory reset the phone before you return it to iD.
- Return the phone/accessory to us in the condition it was sold – undamaged and in its original packaging.

**Please note:** **Do not** return your SIM card to us. Make sure you have removed it from the phone you're sending back.

**For upgrade returns:** You'll need to cancel your iD line separately, providing us with 30-days notice. You'll be required to pay until the end of the notice period OR the end of your original contract date – whichever's latest. To cancel your contract, speak to one of our team at [idmobile.co.uk/live-chat](http://idmobile.co.uk/live-chat)

**For new customers returns:** Please be aware that you'll need to pay for any charges incurred on your SIM until we receive your phone and your contract is terminated.

### Next steps

1. Print this Returns Form. Include your Returns Transaction Number and proof of purchase in the packaging.
2. Post this form at your own cost via recorded delivery.
3. iD Mobile receives the Returns Form.
4. iD Mobile contacts you to provide you with your Return Transaction Number and the correct return address.

You can read our full returns and cancellations policy at [idmobile.co.uk/legal/buying-online-terms](http://idmobile.co.uk/legal/buying-online-terms)

I agree to the conditions above and authorise iD Mobile to contact me by telephone, email or post to give me the Return Transaction Number and return address, before I post my return.

Signed:

Date:



Visit us.  
[idmobile.co.uk](http://idmobile.co.uk)



Download our app.  
[idmobile.co.uk/app](http://idmobile.co.uk/app)



Contact us.  
[idmobile.co.uk/help-and-support](http://idmobile.co.uk/help-and-support)