

## RETURNS, CANCELLATION AND EXCHANGE POLICY

### Not so Sure?

We trust you will be happy with your new purchase. However, if you change your mind or if your product is faulty, please follow the guidelines below.

These policies apply to products purchased on our website ([www.mobiles.co.uk](http://www.mobiles.co.uk)) or from us by telephone.

### Change of Mind

At Mobsiles.co.uk we want you to be happy with your new product. As you didn't have an opportunity to examine your product before you received it, within 14 calendar days from the day after you received your product we will either exchange it (in the case of a handset only) or cancel your agreement and provide a refund as detailed below.

### 14 Day Return

The returns period and the following instructions apply to contract, pay-as-you-go and upgrade orders.

If upon receiving your handset you decide you no longer want the handset or the contract, then you can complete a 14 calendar days return.

For this to be completed you need to:

Contact our Returns team via the contact us page of our website <http://www.mobiles.co.uk/contactus.html> or you can fill out a cancellation request form online by visiting the My Account section on our site.

All products returned preferably in their original packaging.

Contact us to arrange a return by the 14th day from receipt of the goods

Retain a returns number, which you will be supplied. NB: please do not use the product(s) once a return has been authorised.

The returned parcel must include:

- Returns number.
- Invoice (with transaction number / name and address).
- Product(s), charger, battery, manual and any other included accessories.

The warehouse must receive the parcel back within 14 days days of your notice to cancel.

If you paid for the handset a refund will be issued within 14 days (If a pre pay handset, the £10 top up and postage is non refundable).

Advise us if you have ported your number.

If you have ported your number you need to contact your network provider to retain a PAC code.

If you paid a deposit you will need to contact and retrieve this back from the network provider.

Please allow up to 28 days from the date our warehouse receives the phone, for disconnections to be processed.

If when using the handset you discover you have no signal please contact our returns department and they will liaise with the network for you. If they confirm no signal is available in this area and the contract is within 14 calendar days after you receive the handset then we will be able to authorise a return for cancellation.

### **Duplicate Orders**

If you have received a duplicate order by mistake (i.e. two handsets), please contact us straight away to arrange returning the extra item or you could be charged for an additional contract by the network. If you fail to contact our returns team within 14 calendar days you may be required to pay the line rental for the extra phone.

## **Arranging an Exchange**

### **Change of Mind Exchange**

If you decide you no longer want the handset we will be happy to offer a non like for like exchange within in the first 14 calendar days after you receive the handset.

We can exchange the handset for a different model if it is available on the same tariff and of the same value.

### **30 Day Exchange**

If your original handset becomes faulty, then we will be happy to offer a 30 day exchange. The average turn around time of an exchange is 5 working days depending if it falls on a weekend.

Physical free gifts can only be exchanged for the exact same product.

To process an exchange you need to:

Contact our Returns team by visiting <http://www.mobiles.co.uk/contactus.html>

Retain an exchange transaction number, which you will be supplied.

Please keep the sim card and free gift (if a handset exchange).

If you wish to keep any data save this elsewhere before hand.

All products returned preferably in their original packaging.

The returned parcel must include:

- Exchange transaction number
- Invoice (with transaction number / name and address)
- Charger, battery, manual and any other included accessories

Send the parcel back via Royal Mail Special Delivery, this is an insured service. Liability for the handset remains with you until we receive it back.

Send the parcel back to the warehouse within 48hours of setting up the exchange.

## **Faulty Goods**

### **Faulty Handsets**

If your handset becomes faulty outside of your 30 day exchange period then a repair can be arranged. All new handsets come with 1 or 2 year manufacturer warranty and are covered by Carphone Warehouse.

To action a repair you will need to:

- Visit [www.carphonewarehouse.com](http://www.carphonewarehouse.com) to find your nearest Carphone Warehouse store
- When taking your phone to a store bring your invoice and proof of ID.
- Keep your SIM card and memory card during the repair.

Repairs are usually sent out by the store, as most branches do not complete repairs in house.

Alternatively you can take your faulty handset to one of Carphone Warehouse nationwide Express Repair Centre's where they will repair the phone in store. Please visit [www.carphonewarehouse.com](http://www.carphonewarehouse.com) to find your nearest Express Repair Centre.

## **Cancelling Services**

### **Phone Care Insurance and Gadget Support**

If you are returning your handset for cancellation and you are still being provided insurance and/or gadget support, you will need to contact these companies to cancel the service.

To cancel, please call them directly on:

Phone Care Insurance – 0800 049 6189

The Returns, Cancellation and Exchange policy does not affect your statutory rights.