

## Cancel your contract

### Your right to cancel

You can cancel your contract within 14 days without giving us any reason. The cancellation period runs up to 14 days after you've received your welcome letter or your phone (whichever arrives later).

To cancel your contact, please let our Help Team know by calling free from your Talkmobile phone on **5888** or from another phone on **0333 304 8064**. Or, if you'd prefer to write to us, print off this cancellation form and send it to Talkmobile Limited, Avon House, Horizon West, Canal View Road, Newbury, Berkshire, RG14 5XF.

### What happens when you cancel your contract?

#### If you're a new customer

If you decide to cancel your contract within 14 days of joining Talkmobile, we'll refund you for any unused line rental. For the time you've had your new contract, we'll charge you for any services which aren't included in your allowance.

If you got a new phone with your contract, we'll arrange for our courier partner, DPD, to pick up your phone on a time and date to suit you for which we'll charge £5. This charge will show up on your bill alongside the line rental refunds that you are due.

#### If you've changed your mind about an upgrade

If you've upgraded with us and you've changed your mind within 14 days of upgrading, we'll cancel your new contract straightaway and refund you any unused line rental you've paid. We'll then put you back on your old plan for the remainder of your original contract.

If you got a new phone as part of your upgrade, we'll arrange for our courier partner, DPD, to pick up your phone on a time and date to suit you for which we'll charge £5. This charge will show up on your next bill.

#### If you used your phone after receiving it

Just so you know, you'll be charged for any out-of allowance usage during the days you had your phone. These charges will show on your bill, alongside the courier collection charge.

Please note that if there's been any damage to the phone or accessories or if anything's missing, we may not be able to refund you the full amount.

Once we've cancelled your contract, we'll send you a confirmation email or letter for your records.

### What happens after you've cancelled?

We will refund you as soon as possible and no later than:

- 14 days after the day we receive any returned goods we sent to you, or

- (If earlier) 14 days after the day you give us evidence that you have returned the goods, or
- If we didn't send you anything (for example, if you upgraded your plan without getting a new phone), 14 days after the day we know you've decided to cancel your contract.

We will refund you the same way you first paid, unless you've asked us to refund you with a different payment method.

Our Help Team will aim to get in touch with you within 24 hours of receiving your cancellation form. If you sent us a cancellation form in the post and haven't heard from us within the next 5 days, please call us free on **5888** from your Talkmobile phone or on **0333 304 8064** from another phone. If you've got any other questions about cancelling your contract, please feel free to get in touch.

## Cancellation form to Talkmobile

Please send your form to Talkmobile Limited. Avon House, Horizon West, Canal View Road, Newbury, Berkshire, RG14 5XF

I (name)

of (address)

am giving notice to cancel my contract with which I received

(make and model of your phone)

This was (please tick):  An upgrade with Talkmobile

A new connection to Talkmobile

The number of the phone I want to cancel is:

I ordered my phone on (date):

and received my phone on (date):

Please note that the cancellation period will run out after 14 days from you receiving your welcome letter or your phone (whichever arrives later). If it's been more than 14 days since you've received either your phone or welcome letter, you cannot cancel by sending this form. To get some help with this, please get in touch with our Help Team online over Webchat at [www.talkmobile.co.uk](http://www.talkmobile.co.uk), or by calling **5888** free from your Talkmobile phone or **0333 304 8064** from any other line (charges apply).

Before returning your phone to us, don't forget to remove and backup anything you might need in your phone such as contacts, music and data.

Talkmobile might need to contact you about your cancellation so please provide us with ways we can get in touch.

My daytime contact telephone number:

My contact email address:

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

Signed:

Date: