



## Vodafone Returns and Exchange Policy for all Vodafone consumer and small business customers

Call 03333 043 222 or email [disability.access@vodafone.co.uk](mailto:disability.access@vodafone.co.uk) for a large print, braille, audio CD or dyslexia friendly version of this document

**Your statutory rights:** this policy will not affect your statutory rights, which cannot be excluded.

1. The Vodafone Returns and Exchange Policy (this “**Policy**”) explains:
  - a. Our 14-Day Change of Mind Policy (also referred to as the “**14-Day Period**”);
  - b. How to make a return or exchange after you have notified us that you have changed your mind;
  - c. Whether you will have to pay any charges;
  - d. What happens after the 14-Days Period; and
  - e. How we deal with faulty products.
2. In this policy ‘day’ means calendar day. This includes weekends and public holidays.

### Does this Returns and Exchange Policy apply to my purchase?

3. This Policy applies to the following products/services purchased directly via Vodafone retail stores, online at [vodafone.co.uk](http://vodafone.co.uk) or by Vodafone telesales:
  - a. Pay Monthly Airtime Plan (SIM only, Vodafone Basics and Mobile Broadband Plans)
  - b. Device Plan bought with a Pay Monthly Airtime Plan
  - c. Device bought outright with a Pay Monthly Airtime Plan (but without a Device Plan)
  - d. Pay As You Go Airtime Plan (including VOXI and Mobile Broadband Plans)
  - e. Device bought outright with a Pay As You Go Airtime Plan
  - f. OneNumber Connectivity Plan
  - g. Home Broadband Plan (including any equipment you receive with it)
  - h. Mobile Broadband Plan (including any equipment you receive with it)
  - i. Accessories purchased directly from Vodafone
  - j. Vodafone Insurance
  - k. Pay Monthly Device and Airtime Plans available for purchase by Small Business Customers (excluding sole traders)

This Policy also applies to Internet in the Car (IITC) Data bundles, which are purchased from Vodafone via the IITC Portal or via your car manufacturer's app, after you have registered your Account. You are entitled to cancel new Data bundle orders within 14 days of payment without giving any reason. Please note this does not apply to Data bundles that are activated as part of the Auto Top-up function, although this function can be deactivated at any time before the Auto Top-up takes effect For more information, visit [internetinthecar.vodafone.com](http://internetinthecar.vodafone.com)

4. This Policy may also apply if you have purchased Vodafone products/services directly from another company/retailer (e.g. you have bought/ordered your airtime/device/equipment directly from Argos, Currys, Carphone Warehouse, etc). In this Policy we refer to these companies/retailers as “**our Partners**”. Whether you must return your purchase directly to Vodafone under the rules in this Policy or directly to the Partner depends on what you have purchased and is summarised in the below table:

Product/service purchased from Partner	Which rules apply if I change my mind and want to cancel my purchase?
Pay Monthly Airtime Plan without a device	Please refer to the returns policy of the Partner where you purchased your Pay Monthly Airtime Plan.
Pay Monthly Airtime Plan and a device	Please refer to the returns policy of the Partner where you purchased your Pay Monthly Airtime Plan and Device.
Pay As You Go Airtime Plan (without a device) including VOXI	You may contact Vodafone directly and we will cancel your Pay As You Go Airtime Plan as per the rules in this Policy.
Device bought outright with a Pay As You Go Airtime Plan	Please refer to the returns policy of the Partner where you purchased your Pay As You Go Airtime Plan and Device.
Home Broadband Plan (including any equipment you receive with it)	You must contact Vodafone directly and return any equipment received in accordance with the rules in this Policy.

5. Our 14-Day Change of Mind Policy doesn't apply to:
  - a. Business customers (except small business customers that have fewer than ten connections or employees (“**Small Business Customers**”) purchasing an eligible phone, watch, tablet, laptop, airtime, data/mobile broadband (such as dongles) or connectivity plan. Please note, our 14-Days Change of Mind Policy doesn’t apply to Vodafone Business Broadband. If you’re unsure whether or not this Policy applies to your plan, please check your terms and conditions or speak to your account manager for details;
  - b. Digital products and unsealed software, such as music and games which have been unsealed, downloaded or used (unless the products are faulty, see the Faulty products section below);
  - c. Installation services (or similar services) that have been provided prior to your cancellation of the order.

## Our 14-day Change of Mind Policy:



6. Our 14-Day Change of Mind Policy gives you 14 days to change your mind, whatever the reason.
7. If you wish to cancel (also referred to as 'return') or exchange your product/service under the 14-Day Change of Mind Policy, you must let us know within 14 days ("**Change of Mind Request**") from when you receive your product/service. For details of how to make a Change of Mind Request see clause 10 below.
8. If your cancelled purchase includes products (e.g. devices, accessories and /or equipment) you must return this to us within 14 days of your Change of Mind Request. See section 10 below for details of the process that applies when exercising your rights under our 14-Day Change of Mind Policy. Please note that the process varies depending on what you have purchased from us.
9. If you have purchased multiple products/services in the same order, the 14-Day Change of Mind Policy will apply to each product/service. The 14-Day Period will commence on the date you receive the last item of your product/service. See below example to understand how the 14-Day Period is calculated.

A Device plan with a Pay Monthly Airtime Plan (Note that this is one product/service but with two items in it)	A Pay Monthly Airtime Plan only (i.e., another product/service)	Home Broadband
<p>If you receive your Device on Monday 13<sup>th</sup> March:</p> <ul style="list-style-type: none"> <li>• Your 14-Day Period will commence on the 13<sup>th</sup> of March, not on the 6<sup>th</sup> of March.</li> <li>• This means you have 14 days from the 13<sup>th</sup> of March to inform us if you intend to exercise your rights under our 14- Day Change of Mind Policy until 27<sup>th</sup> of March.</li> <li>• After notifying us of your wish to cancel you will have 14 days to return the Device to us. For example, if you notify us on 16<sup>th</sup> of March, you will have until 30<sup>th</sup> of March to send the Device to us.</li> <li>• If you do not send the Device to us within 14 days of notifying us of your wish to cancel, you will not receive a refund and will be charged in accordance with your terms and conditions.</li> </ul>	<p>Your 14-Day Period will commence on the 6<sup>th</sup> of March.</p>	<p>Your 14-Day Period will commence on your broadband service activation date, set out in your Service Confirmation Letter.</p>

### 10. To inform us of your change of mind:

- a. contact us on 03333 040 191 or 08080 034 515 for Home Broadband plans (standard call charges apply);
- b. write to us at: Vodafone Limited, The Connection, Newbury, Berkshire, RG14 2FN; or
- c. **complete our cancellation form**, print it out and send it to us at the address provided on the form.

Please note that for a IITC Data bundle, you will need to contact the IITC Support Desk directly and not Vodafone (see details at clause section 12i below)

### 11. To process your Change of Mind Request, we'll need your name, order number, address, and mobile number (where relevant).

### 12. When you've decided to make a return or exchange and submitted your Change of Mind Request, what happens next varies depending on what you have purchased from us. Please check the specific section that applies to your product/service below:

- a. **Pay Monthly Airtime Plan (purchased without a Device):** When we've received your Change of Mind Request, we'll complete your request and if applicable, we will close your account for the order you've cancelled. You may be charged for services used up to this point, see the "Charges if I cancel within the 14-Day Period" clause below.
- b. **Device Plan with a Pay Monthly Airtime Plan:** Please note that your Device Plan with a Pay Monthly Airtime Plan order consists of (1) Your Device Plan which is a Consumer Credit loan agreement (sent to you as your "Fixed Sum Loan Agreement regulated by the Consumer Credit Act 1974", also known as "**Device Plan**"); and (2) Your Pay Monthly Airtime agreement.
  - i. **If you wish to cancel your Pay Monthly Airtime Plan, you must also cancel your Device Plan. This will trigger the "Your right of Withdrawal" clause of your Device Plan:** This means that (1) You must return the device to us (including any accessories that you have received with it) see section 14 below; or (2) If you wish to keep the device: you must pay in full the balance outstanding on your Device Plan no later than 30 calendar days after the date on which you told us you wanted to keep the device. When we've received your Change of Mind Request, we'll complete your request and where applicable, close your account for the order you've cancelled. You may be charged for services used to this point, see the "Charges if I cancel within the 14-Day Period" clause below.
  - ii. **If you wish to cancel your Device Plan:** If you withdraw from your Device Plan during your 14-Day Period, we will treat the Device Plan as if it had never been entered into and we will also terminate your Pay Monthly Airtime Plan. Refer to "Your right of withdrawal" clause of your Device Plan.
  - iii. **If you wish to exchange the device bought under a Device Plan:** If you have changed your mind and wish to exchange the device that you have taken under the Device Plan, this will be treated as a cancellation of your order in line with this Policy and you'll need to go through another purchase.
- c. **OneNumber Connectivity Plan ('Connectivity Plan'):** Allows you to share your allowance of airtime and data from your Pay Monthly Airtime Plan ('**Primary Account**') with your compatible device. If you exercise your rights under our 14-Day Change of Mind Policy to cancel your Primary Account, your Connectivity Plan will end automatically unless you ask us to transfer your Connectivity Plan to another Primary Account under your name.
  - i. **If your Connectivity Plan is associated with a Device Plan (i.e., a Watch Plan), and you wish to cancel your Connectivity Plan, you must also cancel the Device plan. This will trigger "Your right of Withdrawal" clause of your Device Plan.** This means that (1) You must return the device to us (including any accessories that you have received with it); or (2) If you wish to keep the device: you must pay in full the balance outstanding on your Device Plan no later than 30 calendar days after the date on which you told us you wanted to keep the device. Once we've received and processed your return, we'll then complete your cancellation request and where applicable close your account for the order you've cancelled.



- ii. **If you wish to cancel your Device Plan:** If you withdraw from your Device Plan during your 14-Day Period, we will treat the Device Plan as if it had never been entered into and we will also terminate your Pay Monthly Airtime Plan. Refer to “Your right of withdrawal” clause of your Device Plan.
- d. **Pay As You Go Airtime Plan:** When we’ve received your Change of Mind Request, we’ll complete your cancellation request and if applicable, close your account for the order you’ve cancelled. You will be entitled to a refund of any Pay As You Go credit that remains unused at the date of cancellation as calculated by us.
- e. **Device bought outright with a Pay Monthly Airtime Plan or with a Pay As You Go Airtime Plan:** You must return your Device to us, see section 11 below. Once we’ve received and processed your return, we’ll complete your cancellation request and where applicable close your account for the order you’ve cancelled. If you ordered a Pay Monthly Airtime Plan only (such as SIM only or Vodafone Basics) with the device, please refer to the Pay Monthly Airtime Plan only section above.
- f. **Mobile Broadband and Home Broadband Plans (including any equipment):** When we’ve received your Change of Mind Request, we’ll send you an email with a printable and a digital label. You should repackage all equipment that came with your order in their original box(es), or use your own packaging, and either attach the printed label to the parcel or scan the digital label before posting. You must send all equipment back to us within 14 days of your Change of Mind Request, making sure that all items are protected and boxed securely. When we’ve received and processed your return, we’ll complete your cancellation request and if your return is accepted, we’ll close your account for the order you’ve cancelled. We reserve the right to continue to charge you according to your terms and conditions if our equipment is damaged or not received, subject to any evidence provided.

For Mobile Broadband, if you wish to cancel your Data-only SIM, refer to the Pay Monthly Airtime Plan only section above.

- g. **Accessories not included with your Device (e.g a phone case that you purchased directly from us):** You must return your Device to us, see section 14 below. Once we’ve received and processed your return, we’ll complete your cancellation request.
  - h. **Vodafone Insurance:** When you exercise our 14-Day Change of Mind policy on a device, any insurance that is purchased for that Device is automatically cancelled.
    - i. If you return a Device after you have upgraded, Vodafone will reinstate your previous insurance policy (where applicable), unless you ask us not to.
    - ii. You can cancel your insurance within 30 days of receiving your Vodafone Insurance terms and conditions without paying any extra fees or charges and the first month’s premium will be refunded provided no claim has been made.
    - iii. After the 30-day period, your insurance policy has a 3-month minimum period where the monthly premium will be collected on your Vodafone bill for each of these months. After this 3-month minimum period you can cancel at any time. We will provide a pro-rata refund for any unused period of insurance for the month in which you cancel. To cancel this insurance policy please contact Lifestyle Services Group Limited on 0333 304 3346 (standard call charges apply).
  - i. **Pay Monthly Device and Airtime Plans for Small Business Customers (excluding sole traders):** When we’ve received your Change of Mind Request, we’ll send you an email with a printable and a digital label. You should repackage all equipment that came with your order in their original box(es), or use your own packaging, and either attach the printed label to the parcel or scan the digital label before posting. You must send all equipment back to us within 14 days of your Change of Mind Request, making sure that all items are protected and boxed securely. When we’ve received and processed your return, we’ll complete your cancellation request and if your return is accepted, we’ll close your account for the order you’ve cancelled. We reserve the right to continue to charge you according to your terms and conditions if our equipment is damaged or not received, subject to any evidence provided.
  - j. **Internet in the Car Data bundles:** You can notify us of your decision to cancel within 14 days by contacting us at the Support Desk. Contact details of IITC the support desk can be found [here](#). Please note the service is not supported by Vodafone’s standard 191 number or Vodafone’s retail stores. We will provide a full refund as soon as reasonably possible, but no later than 14 days after the day on which we receive your notice of cancellation. We will use the same payment method you used for the original transaction in order to provide the refund, unless otherwise expressly agreed.
13. **Exchanges:** Subject to any product/service specific rules in relation to exchanging your product rather than cancelling your purchase under the 14-Day Change of Mind Policy set out in section 12 above, if you wish to exchange a device or accessories for a lower value device, we will refund the difference in cost to you using the same payment method (same card and account) you used when the current device or accessory was purchased. If the exchange results in a higher value device or accessories being purchased, the difference in such cost will need to be paid by you via a one-off payment to us.

### **How to return your product to us.**

14. When returning products to us under our 14-Day Change of Mind Policy the following applies to all products (unless specifically excluded).
- a. You can return the cancelled product to us by:
    - i. Visiting your nearest Vodafone store with your product (excluding Home Broadband equipment) with proof of purchase; or
    - ii. We’ll send you an email with a printable and a digital label. You must repackage all equipment that came with your order in their original box(es), or use your own packaging, and either attach the printed label to the parcel or scan the digital label before posting. You must send all equipment back to us within 14 days of your Change of Mind Request, making sure that all items are protected and boxed securely. that all items are protected and boxed securely.
  - b. You must return any accessories that came with the product. This includes charger, headphones and battery, instructions.
  - c. You must also return any promotional item that came with your product. If you don’t, you may be charged and invoiced for the full amount of the promotional item.
  - d. To prevent any unauthorised use of the SIM card, please responsibly dispose of it.
  - e. We may not accept the return of an item due to health protection or hygiene reasons if unsealed by you after delivery.
  - f. Before returning your Device (whether under the 14-Day Change of Mind Policy or for repair/replacement), you are responsible

for removing all personal data and content from the Device. We recommend performing a factory reset and backing up your data beforehand. Vodafone is not responsible for any loss, corruption, or recovery of data stored on your device, including personal files such as photos, videos, or contacts.

- g. You must remove any security and other protective features (such as Find my iPhone) that prevent us from accessing your item. If an Apple mobile device is running iOS 7 operating software or later, we won't be able to give you a refund unless you've deactivated the 'Find my iPhone' feature. To find out how to do this, [visit the Apple website](#). If you return a Device with the 'Find my iPhone' feature (or an equivalent feature) activated, you will be charged and invoiced for the full amount of the Device.
- h. If you are entitled to any refund: we will inform you and we will refund you the amount within 14 days of either (i) us getting the product back subject to section 15 below, or (ii) you providing evidence of having returned the products, whichever is the sooner. Your right to a refund is subject to i) you passing appropriate checks in place to combat financial crime; and ii) any deductions we are entitled to make following the inspection of the product (see section 15 below).

**15. Return of damaged devices, equipment, or accessories (items):**

- a. All items must be returned in a like-new condition. This includes returning, where applicable, the mobile device, charger, headphones, battery, instructions, and other products such as promotional item that came with your order.
- b. Like-new condition means:
  - i. The item must be fully functional; and
  - ii. There must be no damage such as cracks, chips or visible signs of wear and tear that isn't reasonable for the age of the item (i.e. up to 28 days old).
- c. If you return a damaged item to us, you will be charged up to 100% of the value of the Device or the Plan. This charge will either be i) added to your next monthly bill with us (if applicable) or ii) charged via a one-off bill. If you purchased an item outright, or via a Device Plan, such charge must be paid via a one-off payment to us.
- d. Click [here](#) to find out more about how we assess and charge for damaged or locked mobile devices.

## **Charges:**

**16. Charges if I cancel within the 14-Day Period:**

- a. If you cancel your order before the end of the 14-Day Period and we've started to provide you with any of our services, you may lose any offers or discounts that may have been applied to other services you decided to keep (including Vodafone Together discounts).
- b. In addition, you'll need to pay for any:
  - i. Line rental (including extras and/or add-on services) on a pro rata basis; and
  - ii. Use of the services not covered by the line rental (international calls, roaming, premium rate calls, for example), for the period up to the date your service(s) is/are disconnected.
- c. If you need to return a Device, disconnection will occur after it has been received by Vodafone (subject to section 15 above). You'll also need to pay for any one-off upfront costs in respect of any activation, installation or other service and maintenance fees you've agreed to, in order to obtain any of the services. These charges will have been set out in your Contract Summary, Charges Guide or Price Guide.
- d. If you paid for delivery of the item, we will refund the standard delivery charge to you. Any uplift for premium delivery options will not be refunded.

**17. Charges If I cancel after the 14-Days Period:**

- a. For Pay Monthly Airtime Plans (without a Device Plan), OneNumber Connectivity Plans, Home Broadband Plans, Mobile Broadband Plans and Pay Monthly Device and Airtime Plans for Small Business Customers (excluding sole traders):
  - i. If you wish to cancel your plan after the 14-Day Period, you'll need to give us 30 days' notice. You may also need to pay an early termination fee. More information, including how to calculate your early termination fee, is provided in the terms and conditions, Charges Guide or Price Guide for each service.
- b. For Device Plan with a Pay Monthly Airtime Plan:
  - i. If you would like to cancel your Device Plan after the 14-Day Period, you'll need to do so in compliance with the "Payment and early repayment" clause of your Device Plan. You will then be able to end your Pay Monthly Airtime Plan at any time by informing us that you want to end it. If you are within the minimum period of your airtime plan, you will not incur an early termination fee.

## **Faulty products:**

**18. Faulty products:**

- a. If a fault occurs in the 14-Day Period, you may return or exchange the product in line with our 14-Day Change of Mind Policy above.
- b. If a fault occurs after the 14-Day Period but before the first 30 days after purchase, get in touch as we'll need to check and test the product/service for you. If this confirms a fault, we'll contact you to discuss your options. Depending on the product/service, you may have the product/service repaired or replaced. Specific rules apply to:
  - i. **Faulty broadband router:** If the broadband router is faulty, we'll replace it.
  - ii. **Faulty device bought under a Device Plan:** If a device bought under a Device Plan is faulty, the exchange will be for the same make, model, memory size and colour as your original device (subject to availability). All terms under your existing Device Plan, including your repayments and loan amount, will apply to your new device.
  - iii. **Pay Monthly Device and Airtime Plans for Small Business Customers (excluding sole traders):** The exchange will be for the same make, model, memory size and colour as your original device (subject to availability).
- c. If a fault occurs after 30 days, we'll try and repair the item for you. We'll let you know about any charges beforehand. If the fault is covered by the manufacturer's warranty, you won't be charged for the repair. Please note that damage to items isn't covered by the manufacturer's warranty. If it's damaged rather than faulty, we'll let you know how much the repair or replacement will cost.

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