



VOXI by Vodafone

VOXI Returns Policy

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If you've ordered a product (mobile device, accessory or any similar product) with a 30-day package of services ("Plan"), or have simply ordered a Plan on its own through VOXI, this policy tells you:

- How to cancel your Plan and return a product if bought together (you must return both) if you've changed your mind
- How to return if your product is faulty or damaged
- What to do if you've damaged a product, or forgotten to disable a security feature
- How to let us know if a product is faulty
- For information on how your order will be delivered please see our [VOXI buying online terms](#)

We have set out below the main reasons you may wish to return a product or cancel a Plan, so please read these carefully and follow the returns process that you feel applies to you.

Please note that if you cancel your Plan, you must also return any product (e.g. handset) purchased alongside the Plan.

1. How to cancel a Plan and return a product, if you have changed your mind

You have the right to cancel a Plan and return the reciprocal product (if you have bought both together), or simply cancel a Plan (if you have purchase a Plan only, without a product), no later than 14 days after the day on which you received your product or the Plan commenced ("**Returns Period**"). This applies to all products and Plans except the following:

- Services that you have already used, for example, if you have activated your Plan and made calls, sent texts or used data, charges will apply for use of the service up to the point that you cancel your Plan, although you'll be able to get a refund for any amount that you haven't used on a pro rata basis
- Digital products and unsealed software such as music and games which have been unsealed, downloaded or used (unless the products are faulty, see **How to return a product if it is faulty** section below)

If you have purchased a product through PayPal Credit, please refer to PayPal Credit Customer Services on 0800 368 7155 for the terms of financing.

2. What steps do I need to take to cancel a Plan and return a product?

1. To make a claim under our Returns Policy, you'll need to tell us that you want to either a) cancel your Plan and return your product (if bought together) or b) cancel your Plan only (if bought alone). To do this simply www.voxi.co.uk/contact-us.
2. You'll need to physically return the product (such as mobile devices, accessories or similar product) that we've supplied you.

When you [request to return a product](#) we will either send you a pre-paid envelope, which will arrive 2-5 days after you've contacted us, or a returns label by email which you can print off yourself. You must put all the products that came with your order into the pre-paid envelope and send it back to us. If you've received a returns label by email, please print the label and follow the instructions detailed on it.

Please make sure that all the products that you are returning are protected securely. We'll complete your returns request and, if you've requested to cancel your Plan as well, we'll cancel your plan and refund any amount that you haven't used on a pro rata basis.

If you purchased a product in a Vodafone store, you can pop into your [nearest Vodafone store](#) with the product and proof of purchase, and our retail advisers will be able to help you.

All returned products must be in a like-new condition (this also includes, where applicable, the mobile device, charger, headphones, battery, instructions, and other products that came with your order). You must also return any other free or promotional products that you received with your order (for example, free earphones, phone cases, etc.). We'll accept fair wear and tear. **If any free or promotional products are missing, we reserve the right to apply a charge to cover our costs.**

Like-new condition means:

- The product must be fully functional
- 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 product
- Mobile devices must have working screens and must not be registered as lost or stolen
- If an iOS device, has the 'Find my iPhone' feature disabled (See below)

[Find out more](#) about how we assess and charge for missing, damaged or locked mobile devices.

3. How do I disable a product's security feature before I return it?

You must remove any security and other protective features (such as Find my iPhone) that prevent us from accessing any product.

If an Apple mobile device is running iOS 7 or later, we won't be able to give you a refund unless you've deactivated its 'Find my iPhone' feature. If you return a device with the

feature activated, you will be charged and invoiced for the full amount of the device. For instructions on how to deactivate the feature, please visit www.support.apple.com/kb/HT5818

4. What do I have to pay if I return within the Returns Period?

If you return your order before the end of the Returns Period and we've started to provide you with any of your Plan's services, you may lose any offers or discounts that may have been applied to other services you've decided to keep. In addition, you'll need to pay for:

- The services that you have chosen to receive as part of your Plan (including any extras and/or add on services) on a pro rata basis; and
- Any use of the services not covered by your Plan (international calls, roaming, premium rate calls, for example), for the period up to the date your service is disconnected. These charges are available on our [charges guide](#).

If your order was delivered to you, we'll also refund the standard postage costs, if applicable, that you paid for delivery of the order.

It's your responsibility to ensure that you don't continue to use the services that you receive as part of your Plan once you've notified us of your cancellation. If you continue to use the services once you've notified us, you'll be charged.

5. What do I have to pay if I return after the Returns Period?

It's not possible to return any products that you have ordered after the Returns Period unless faulty (see below), but you can cancel your Plan at any time.

6. What do I do if I want to exchange my product with another one?

We don't offer an option to exchange a product once ordered. If you do change your mind and you want to exchange a product, you can follow our returns process above; returning the original product ordered (within 14 days from the day you receive the product) for a refund and then re-ordering a new product.

7. How to return a product if it is faulty

If a Product develops a fault, please get in touch within the timeframes below, as we'll need test the Product for you to confirm the fault.

If a Product develops a fault within 30 days of purchase, we'll simply exchange it for a brand new one or you can return the Product and get a full refund as set out above.

If a Product develops a fault after 30 days of purchase, we'll try and repair the Product for you, otherwise we will replace it. If it is covered by the manufacturer's warranty, you won't be charged for this.

Please note that damage to products 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.

8. Your rights

Our returns policy won't affect any of your legal rights, which we can't exclude. For more information on your rights, contact your local [Trading Standards department](#) or [Citizens Advice Bureau](#)

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