



mobiles.co.uk

RETURNS 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) or from us by telephone.

Change of Mind

At Mobiles.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 7 working days from the day after we first attempted to deliver 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.

7 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 7 working days return. For this to be completed you need to:

- Contact our Returns team on 0844 5430441.
- Ensure the Sim/Handset/Free gift has not been used (use signifies acceptance of your contract).
- Ensure item being returned is in its original packaging.
- Contact us to arrange a return by the 6th day of the first attempted delivery.
- Retain a returns number, which you will be supplied. NB: please do not use the handset once a return has been authorised.
- The returned parcel must include:
 - Returns number.
 - Invoice (with transaction number / name and address).
 - Charger, battery, manual and any other included accessories.
- Send the parcel back via special delivery
- The warehouse must receive the parcel back within 2 days of setting up the return.
- If you paid for the handset a refund will be issued via cheque (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 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 the warehouse does not receive the returned item back within 7 working days from the first attempted delivery then the return will be cancelled and the goods will be sent back to you.

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 7 days 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 7 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 7 days.

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

28 Day Exchange

If your original handset becomes faulty, then we will be happy to offer a 28 day exchange.

The average turn around time of an exchange is 72 hours depending if it falls on a weekend.

If the contract is within 7 days then we can exchange the handset for a different model if it is available on the same tariff and of the same value.

If the contract is out of the 7 days we can only process a like for like exchange.

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

To process an exchange you need to:

- Contact our Returns team on 0844 543 0441.
- 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.
- Ensure item being exchanged is in its 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 28 day exchange period then a repair can be arranged. All handsets come with 1 or 2 year manufacturer warranty and are covered by The Carphone Warehouse.

To action a repair you will need to:

- Visit a Carphone Warehouse Store. To find your nearest store call 0870 087 0168.
- 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 many branches do not complete repairs in house.

Alternatively you can take your faulty handset to one of Carphone's nationwide Express Repair Centre's where they will fix the phone in house.

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. The warehouse and Mobiles.co.uk are unable to cancel these for the customer due to the Data Protection Act.

To cancel, please call them directly on:

Phone Care Insurance – 0870 111 7002
Gadget Support (TMTI) – 0844 772 995

The Refunds, Exchange and Repair policy do not affect your statutory rights.