

Online Mobile / Mobile Broadband Order FAQs

Have you got a question about buying online? Check out our Online FAQs below with helpful tips and advice.

Applying Online

How long does it take for an online application for a bill pay mobile phone or mobile broadband device to be completed?

- If you place your order online before 4pm, we will aim to process your order within 1 working day. Sometimes we may require further information or documentation from you before your order can be fully completed. If further information or documentation is required from you, we'll contact you and keep you updated via e-mail and/or telephone.
- Once your order has been fully completed and processed you will receive a confirmation email.

What are the possible decision outcomes?

- Sometimes, we may require a deposit and/or a once off payment for the chosen device from you before we can complete your order. If this is required, our team will contact you via telephone and/or email and you can make payment by credit or debit card. This deposit will be applied as a credit to your eir account after your sixth bill, subject to terms and conditions.
- Unfortunately, from time to time applications may not meet our service criteria and are unsuccessful, if so, we will contact you via email and/or telephone to advise you and any payments that you have purchased online for your device will be refunded back to you within 3-5 working days.

Help! I've made an error in my order. Who can I contact?

- Don't worry, mistakes can happen! Please contact our eir online sales team via email at eirbillpayonline@eir.ie or by phone on 1800-303-377 between 9am-5pm, Monday to Friday as soon as possible and we'll be happy to help you regarding your online order. Please make sure you have your online order number handy and please also note that our online sales team only deal with eir online sales queries. For customer service and/or technical support please visit www.eir.ie/support

Keeping Your Number.

How do I keep my phone number if I buy online?

Prepay Customers:

- Once you have received your new SIM card and/or device you can visit www.eir.ie/porting to complete moving your number over to eir mobile. Please be aware that moving your number to eir mobile can take up to 24 hours to complete.

Bill pay Customers:

- Once you have received your new SIM card and/or device you need to contact a member of our customer service team. You can do this by web chat by visiting www.eir.ie/chatnow or by calling 1905.

Delivery.

Is delivery free?

- Yes. We offer delivery free of charge to customers in the ROI who order online.

How will my order be delivered?

- Your order will be delivered by our courier to the address that you submit online when completing your application. Please note, we cannot change your delivery address once your order is submitted. If you wish to change the date/time of your delivery you can do so once you have received your email with your tracking number, this can take up to 24 hours once your order has been fully completed.

How long will I have to wait for delivery?

- **Devices:** Once your online order is completed, we will aim to deliver your device to you by courier within 2-3 working days. Please note, you will need to sign for the delivery.
- **SIM cards:** These are delivered by standard post within 1-3 working days. You don't need to sign for these.

Returns.

What is eir's returns policy for online purchases?

- As a consumer, you may cancel the purchase of the device within 14 days if you have purchased your device on line or over the phone. This is your statutory right under the terms of the European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013. Please see below URL Link to eir's Cooling Off and conditions. <https://www.eir.ie/opencms/export/.content/pdf/terms/eir-cooling-off-period-text.pdf>.
- If you have purchased mobile service from eir you may avail of eir's 30 day Mobile Network Guarantee entitling you to terminate your mobile service within 30 days, if you have experienced a verifiable network fault which has been confirmed by eir. For the terms and conditions of the eir mobile Network Satisfaction Guarantee. Please see below URL Link. https://www.eir.ie/opencms/export/.content/pdf/terms/NetworkGuarantee_TsCs0617

How do I return my online purchases?

If you wish to cease your eir mobile and/or eir bundle plan and return any devices purchased online. You can do so by contacting a member of our Customer Value Management team on Freephone 1800 303 737. Our dedicated team will be able to help.

Further Questions?

- Visit our help and support page at www.eir.ie/support