



### **Online Channel Returns Terms and Conditions:**

The following set of terms and conditions have been agreed with risk management and legal, and will be made available to the customers via the online returns application form, and will be posted on both Meteor and E-mobile websites.

- *Your application for a return request will be construed as a request for an immediate termination of your eMobile service and you acknowledge that your service may be ceased at any time prior to return. You will remain liable for all usage incurred up to the time of actual termination and for any termination charges if all goods are not returned in accordance with these terms.*
- *You are solely responsible for returning your order and all associated items received with your purchase in the returns pack we have provided. eMobile is not liable or responsible for any loss or delay caused through the postal system and would advise you that it is your responsibility should you wish to apply tracking or insurance to the package.*
- *Please note that we require the return of the phone/broadband stick and all associated items (as may be further specified under our returns policy) within fourteen (14) days from the date of submitting your valid returns request.*
- *Should you fail to make a valid returns request (i.e. not within the specified period from the time of purchase), fail to return the relevant phone/broadband, fail to return all associated items, or do not return same within the specified time above, you acknowledge and note that eMobile will not be bound or obliged to accept your return and will not issue a refund in respect of same. Furthermore, should you be a bill pay customer, you acknowledge that eMobile may apply full termination charges, to recover the cost of the order supplied.*
- *If a fault appears in your order after the timeframe referred to here, please note that our repairs policy and procedure will apply.*