

eir Equipment Returns

If you have recently cancelled some or all of your services with eir, it is imperative that you return Fibre modem, TV equipment or wireless broadband equipment to eir within 30 days of the cancellation date.

Failure to return all equipment to eir will mean you will be liable for equipment charges which are outlined below. This charge will be added to a customer's final bill.

You must return all cables, power adapters, home plug extenders or any other accessories.

Fibre to the Home customers should not return the optical fibre termination point (ONT) as it is used by other service providers.

Equipment description	Charge for non-return (inc. Vat)
eir <1Gbps Fibre Modem	€59.99
eir >1Gbps Fibre Modem	€190.00
eir <1Gbps Mesh extender	€85.00
eir >1Gbps Mesh extender	€105.00
eir TV box (Apple)	€100.00
eir Android TV	€75.00
4G Wireless Broadband Modem	€79.00
5G Wireless Broadband Modem	€149.00
eir Broadband Smart WiFi Hub	€100.00

Link to: [Equipment Returns](#) link to further information.
[General Terms and Conditions](#)

eir TV equipment returns	
Exit fees only apply for unreturned Apple TV 4K 32Gb set-top box.	
	<small>inc. VAT</small>
In first year	€150.00
thereafter	€100.00
eir TV equipment return charges	
Set-Top Box	€100.00
Multi-room set top box	€100.00
Homeplugs	€35.00

Customer Premises Equipment (CPE)

Telephone Handset Rental

Category	Postage & Packing Charge €		Monthly Charge €	
	ex.Vat	inc.Vat	ex.Vat	inc.Vat
Corded Telephone Instrument			2.29	2.82
Cordless Telephone Instrument	9.91	12.19	2.29	2.82

Notes :

- 1 All eir customers can avail of telephone instrument rental, both corded and cordless. Subject to standard company credit vetting.
- 2 Where a fault occurs on a telephone instrument rented from the company, the company may replace the telephone instrument via the postal service. A company technician will only change a faulty telephone instrument at the customer's premises where the telephone is a hardwired instrument rented from the company.
- 3 Customers renting a corded telephone instrument can upgrade to an amplified/Big Button corded instrument where appropriate.
- 4 Customers renting a corded telephone instrument can upgrade to a cordless instrument and continue to pay the same rental & a once off post & packaging charge (see above).
- 5 Handset Rental subject to availability of handsets.

eir Broadband Smart WiFi Hub rental

Smart WiFi Hub Rental

Category	Monthly Charge (inc. VAT) €
eir Broadband Smart WiFi Hub (Model: 5011371)	€4.99
eir Broadband Smart WiFi Hub (Model: 5012089)	€7.99

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