

Three's Returns & Exchange Policy

We always hope you're happy with your new purchase but just in case you're not, we've set out below when you can return or exchange it. This will depend on where you bought it, and if you purchased directly from Three or another retailer.

Devices and Accessories

Where did you buy it from?	Can I return or exchange a Device or Accessory?
From a Three Store	We're sorry, but if you bought a Device or Accessory from a Three Store and you change your mind, you'll be unable to return or exchange it.
From Three Telesales or online at Three.co.uk	<p>If, within 14 days of receiving your purchase, you decide you want to return or exchange a Device or Accessory you can:</p> <ul style="list-style-type: none">• call us on 333 (Free, unless you're on one of our new Essential Plans, in which case it will come out of any available minutes allowance or charged at your out of allowance rate of 55p per minute) from your Phone or 0333 338 1001 (standard call charges apply) for Phone customers; or• call 500 (free from a Three phone) or 0333 338 1003 from any other line (standard call charges apply) if you're a Mobile Broadband (Dongle, Mobile Wi-Fi, Laptop or Tablet) customer.• Complete and return the Model Cancellation Form to us. <p>Our Customer Contact Centre advisors will be able to help you immediately. There's some important things to remember though:</p> <ul style="list-style-type: none">• You can turn on and use your Device to inspect it and to make sure you've received what you thought you were buying, but if any damage is caused, or it is used beyond what's reasonable, we have the right to charge you for any loss in value to the goods as a result of your use or damage. You're allowed to do what is reasonable to ensure you've received what you thought you were buying and that it works as expected.• You must not install "Find My iPhone" on your Apple device during the returns or exchanges period. If you do, and you fail to remove it before returning your Device to us, we'll reduce your refund or apply a charge to your Three account by an amount of up to £200.• You'll also be charged for any Three Services you use before the end of your 14 day cancellation period (e.g. for any calls, texts or data used). Please remember that it can take up to 3 months for some international and premium rate services to be applied to your bill.• If you return a Device (or Accessory) to us, you will need to include not only the device, but any packaging, manuals, accessories and any "free" gifts supplied with the device. If anything is damaged or missing, you may be charged for

	<p>these in line with the appropriate charges set out in our Price Guide.</p> <ul style="list-style-type: none"> • We realise mistakes happen, so we ask that you take care when returning your Device to us. If you send us the wrong Device, or don't return your Device at all, we won't be able to process your request and you'll continue to be charged in accordance with your agreement with us. • If you change your mind and wish to exchange your Device for a different make or model, a charge will be applied as set out in our Price Guide. • For hygiene reasons, we can't accept returns or exchanges on some accessories, like headsets, where the packaging has been opened or had the seal broken.
From another retailer:	<p>You'll need to check directly with them to see what their returns and exchanges policy is. If you're given an exchange or refund, but have connected to Three and used any of our services, then we may charge you for these. Please remember that it can take up to 3 months for some international and premium rate services to be applied to your bill.</p>

Pay As You Go

From a Three Store	<p>We're sorry, but if you bought your PAYG SIM, Top-up, Pack or Add-On from a Three Store and you change your mind, you'll be unable to return or exchange it.</p>
From Three Telesales or online at Three.co.uk	<p>Within 14 days of connection to the Three services, known as your "Cooling Off Period", you may cancel your Pay As You Go Agreement by contacting Three Customer Services or completing the Model Cancellation Form and returning it to us.</p> <p>You will be entitled to a refund of any Pay As You Go Credit that remains unused at the date of cancellation, or a refund related to the allowance remaining in your Pack, Top-up or Add-On as calculated by Three. You will not be entitled to refunds of Pay As You Go Credit, Packs or Add-Ons which have been added after the Cooling Off Period has expired.</p>

If you're a **Business Customer**, please contact your Account Manager or call us on 0333 338 1004 from any phone (standard charges apply).

Cancellation Form

Only fill out this form if you want to withdraw from your contract with Three during the 14 day returns period for customers who purchased at a distance – that is, from Three.co.uk or from Three Telesales.

Fill in the form below and post it to us at:

**Three Customer Services
Hutchison 3G UK Limited
PO Box 333
Glasgow
G2 9AG.**

Please put in as much information as possible including your Three phone number. Once we've received the form we'll process your request and contact you about next steps, but it may take a few working days before you hear back from us. Don't forget you may be charged for any Services you use before we process your cancellation.

I/We* hereby give notice that I / We* cancel my / our* contract of sale of the following goods* / for the supply of the following service*

Ordered on*

Received on*

Name of consumer(s)

Address of consumer(s)

Three Phone number

Signature of consumer(s) (only if this form is notified on paper).

Date

* Delete as appropriate

One final point to note:

If you're a consumer, these policies will not affect your statutory rights, which cannot be excluded. For more information on your statutory rights, please contact your local authority Trading Standards Department or Citizens Advice Bureau.

This policy applies to purchases made after 14 February 2020.