

Returns and refunds

We wouldn't want you to be stuck with a phone or any other piece of equipment you don't like or can't use. Here's what to do if you want to cancel your purchase and get a refund.

- [7 days to decide](#)
- [4 ways to let us know you're returning something](#)

7 days to decide

You've got a 7 day cooling off period to cancel your purchase, counting from the day your new items are delivered. More information about how that works will be included in your details about delivery package. Remember that if you do cancel, you'll have to pay your postage costs of returning your items to us.

This 7 day cooling off period applies to:

- all pay monthly (including SIM-only) and pay as you go new connections
- free pay as you go SIM cards
- upgrades and renewals
- accessories

We'll refund what we owe you within 30 days of receiving your request. You'll have to pay for any usage before you return the phone to us. If that's on pay as you go, we won't refund any credit you've spent or any left on your phone when it's returned. If that's on pay monthly, your final bill will include a charge for services used at your price plan rate.

When you return an upgrade, you'll be able to upgrade to a different phone as soon as we receive the returned phone at our warehouse - we'll text you once we've got it.

Plus, when you buy online you can use stretchcheck, our online coverage checker, to check your network coverage where you live, work and play before you buy. This gives you added peace of mind before you buy and also means that you can return any pay monthly or pay as you go new connection, free pay as you go SIM card or upgrade if the coverage isn't up to scratch.

4 ways to let us know you're returning something

To get a refund, you need to let us know in writing that you're returning your purchase within 7 working days.

You can do this by:

- sending a written notice of cancellation to us at T-Mobile, 4 Main Street, Greenock PA15 1AE
- Emailing us at distribution.helpdesk@t-mobile.co.uk
- Sending us a fax on 01475 884 651 within 7 working days of the day you received your equipment, accessories and/or SIM card
- Calling us - dial 08454 122 888 to speak to the nice people at our Customer Services department

When we receive your notification, we'll let you know where to send the equipment- you must return it to us at the address we give you within 7 days of hearing from us. We may charge you for our costs of recovering the items from you if you don't return them to us straight away.