



EE PAY MONTHLY PLANS

Cancellations and refunds information



Cancellation

How to cancel

If you've bought equipment and/or entered into a service agreement for telephone services as a consumer, you'll have the right to cancel your purchase under the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013. You'll have 14 days from the day after you, or a person authorised by you, receives your equipment to tell us that you've changed your mind. If you have entered into a service agreement without any equipment, you'll have 14 days from the day after the date of your agreement. You can cancel your agreement with us by downloading, completing and sending to us our contract withdrawal form. You can find this form at ee.co.uk/howtocancel Alternatively, you can just call or write to us using the details below:

- Phone Channel Returns on 0800 079 0103. Your telephone service provider will charge you according to their standard rates
- Post: EE Limited, Channel Returns, Mercia House, Senhouse Road, Darlington, DL1 4YB
- Email: channel.returns@ee.co.uk

How to return items

Returning items bought via our website or over the phone

If you have equipment to return, please make sure that you disable any theft/loss protection apps on your device (e.g. Find My iPhone – visit ee.co.uk/findmyiphone for details) and we'll send you all the packaging you need and detailed instructions on how to send the equipment back to us, which must be within 30 days of when we send you the packaging and instructions. You'll be responsible for the postage cost of returning your items to us and for ensuring that the equipment is returned to us safely and in a 'reasonable' condition. That means you'll have to return the phone and any inclusive 'in-box' accessories (including the charger) supplied. You'll also have to return any free or promotional items that you got at the same time as joining or upgrading to us in a 'reasonable' condition. We recommend that you keep your proof of posting.

Returning items bought from an Enjoy In-Home Expert

If you have equipment to return that you bought from an Enjoy In-Home Sale then you will need to visit an EE store to return the goods, contact Channel Returns on 0800 079 0103 to ask where your nearest store is and to book an appointment. You'll have to return the phone and any inclusive 'in-box' accessories (including the charger) supplied. You'll also have to return any free or promotional items that you got at the same time you entered into the new contract to us in a 'reasonable' condition. All refunds will be processed in store using the payment method you originally used. Please make sure that you disable any theft/loss protection apps on your device before you visit the store (e.g. Find My iPhone – visit ee.co.uk/findmyiphone for details). Another route of return may be available in exceptional circumstances, please call Channel Returns to discuss.

What happens next?

Once we've received the equipment from you, we'll close your account. If you're returning an upgrade, you'll then go back onto your previous plan and device. If we allowed you to upgrade before the end of your previous plan's minimum term, the remaining commitment period will continue to apply. We'll refund what you paid to us, including any deposit or upfront payments made at the point of sale. This will include any delivery charge you paid to us, unless you chose to pay for an express or premium delivery service from us; in which case, you will receive a partial refund to the value of our standard delivery charge. All refunds will be processed using the payment method you originally used. We will do this within 14 days of receiving any equipment back from you, or if you do not have any equipment to return, within 14 days of the date we receive confirmation of your decision to cancel your agreement. Please note that if you are returning equipment to us, we may make deductions from your refund for any loss in the value of the equipment we've supplied if the loss is the result of unnecessary handling by you. We may also charge you for any items/accessory that you fail to return with the equipment. If you bought a pay monthly plan of any kind an amended bill will be produced for you and you will



be charged, on a prorata basis, for any usage and the line rental on your price plan during the time you have had the equipment and/or the use of the plan.

My EE: Registration requires a valid email address and password. **My EE app:** Connects to the internet whenever you use it. You will need mobile internet coverage or a wi-fi connection. Downloading the app and any software updates for the app will use data. EE Mobile customers do not incur internet charges after downloading the app and when using the app within the UK. Further terms apply, see ee.co.uk/terms

NO.1 5G network: Based on analysis of 5G speed, reliability and availability data collected by RootMetrics® in Jan-Jun 2020.

UK'S NO.1 NETWORK 7 YEARS IN A ROW: Rankings based on the RootMetrics® UK RootScore® Report: From H2 2013 to H1 2020. Tested at locations across the UK with the best commercially available smartphones on 4 national mobile networks across all available network types. Your experiences may vary. Not an endorsement of EE. Visit [ROOTMETRICS.CO.UK](https://rootmetrics.co.uk) for more details.