
EE retail returns policy

PHONE & TABLET RETURNS

Device returns can only be processed if:

- The account holder is present
- You have a valid receipt
- The product is not damaged
- The product was purchased in an EE Retail store
- The box and contents are present

You can request a return or exchange in any store (including franchise stores). If you're on pay as you go, your airtime top-up is non-refundable. If you want to return the device you will be given the SIM card with the top-up value to use as you wish.

- **Within 14 days:** You can cancel your account for 'no coverage' – ie if you don't have sufficient network coverage.
- **Within 30 days:** You can exchange your device or return your device and cancel your account if the device is faulty.
- **After 30 days:** You are entitled to a repair or replacement if a device is faulty and may be entitled to return a device and get a full refund. You should come in store to discuss the problem.

ACCESSORIES RETURNS

You can return an accessory for 'change of mind' reasons if it's still in its original packaging, in saleable condition i.e. the packaging must not be opened and or tampered with and if you have the receipt.

- **Within 14 days:** You can return an accessory for 'change of mind' reasons.
- **Within 30 days:** You can return faulty accessories.
- **After 30 days:** You are entitled to a repair or replacement if the accessory is faulty and you may be entitled to return it and get a full refund. You should come in store to discuss the problem and find a solution.

If the accessory included installation and has been installed by an engineer within the 14 days 'change of mind' period then you will be unable to return as the goods are no longer in a saleable condition. This does not affect your statutory rights.

HOME BROADBAND RETURNS

Because there is no activation or payment taken in store, returns for Home Broadband or EE TV can't be completed in store.

Returns and exchanges must be handled by the Home Broadband Customer Care Team.

POP-UP SHOPS – VANS

You have a 14-day cooling off period when you buy from Vans. You can return the product to the Van store or any EE Retail store.

Device returns can only be processed if:

- The account holder is present
- You have a valid receipt
- The product is not damaged
- The product was purchased in a Retail van
- The box and contents are present

Pay as you go airtime top-up is non-refundable. If you want to return the device, you will be given the SIM card with the top up value to use as you wish.

After the 14 day cooling off period the following applies:

- **Within 30 days:** You can exchange your device or return your device and cancel your account if the device is faulty.
- **After 30 days:** You are entitled to a repair or replacement if a device is faulty and may be entitled to return a device and get a full refund. You should come in store to discuss the problem.