

Hello

We're sorry to hear that you've recently bought something from us that wasn't right for you.

If it's MORE than 14 days since you started your contract or received your equipment:

If you're a consumer customer, please call us on 150 from your EE, Orange or T-Mobile phone instead of using this form. You'll need to give 30 days' notice to cancel your agreement with us and a cancellation charge may apply.

If it's LESS than 14 days since you started your contract or received your equipment:

If you're a consumer customer and you've changed your mind, just call us on the number below or fill in this form and we'll cancel your contract. Make sure you fill everything in or we won't be able to properly cancel your contract. Once you've completed this form, please return it to us using the contact details below.

If you have some equipment to return to us, you'll be responsible for postage costs and if we don't receive this, your refund won't be processed until it's all returned.

There's more information about returns and the charges that may apply in your welcome email or letter.

If you're a mobile customer

You don't have to complete this form to cancel, instead you can simply call us on 0800 079 0103 (20p per minute from your Orange, EE or T-Mobile mobile or please contact your telephone provider for costs).

If you would like to use this form instead, you can email it to us at **channel.returns@ee.co.uk** or post it to **Channel Returns, Mercia House, Senhouse Road, Darlington, DL1 4YB**

If you're a broadband customer

You don't have to complete this form to cancel, instead you can simply call us on 150 from your EE, Orange or T-Mobile phone. Alternatively, call us on **0844 873 8586** or **0800 079 8586**.

If you would like to use this form to process your cancellation please post it to us at:

EE Broadband Customer Care, PO Box 486, Rotherham, S63 5ZX

If you're a mobile and broadband customer

You can call us on one of the numbers above or send one copy of this form to the Broadband Customer Care team and one copy to the Channel Returns team.

Yours sincerely

Mark Carberry,
Director of Consumer and
Small Business Operations,
EE Customer Services

Mobile or mobile broadband customers

Are you on an EE, Orange or T-Mobile plan?		
Order number		
IMEI number (located on the box)		
SIM number (located on the SIM card)		
Mobile number		
Account number		
Please provide the 1st & 3rd letter / character of your account password		
If you haven't set up a password and you are the registered account holder, please let us know what payment method was set up for the account (Were you planning to pay by Direct Debit, Cheque, with a Credit/Debit card over the phone etc. or was this going to be a Pre-pay/Pay As You Go account?)		
Delivery address the order was sent to		
Name		
Address (for us to send the returns packaging to)		
Alternative contact number		
Reason for cancellation		
Is the box still sealed?		

Home phone, broadband & fibre customers

Reference number (beginning DKI)	
EE landline number	
Name	
Address	
Alternative contact number	
Reason for cancellation	

Signed:	Date:
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