# Vodafone pay as you go phone or mobile broadband

Fourteen day cooling off period cancellation form

**Vodafone**
Power to you

# Vodafone fourteen day cooling off period cancellation form

**This form is only for use by customers who wish to cancel a contract and/or return a product within the 14 day cooling off period.**

Where you have ordered your products or services from Vodafone over the phone, online or from one of our door to door sales agents, you may be entitled to a 14 day cooling off period under the EU (Consumer Information, Cancellation, and Other Rights) Regulations 2013. If so, you have the right to cancel your contract and return your products to us before the expiry of your 14 day cooling off period and you will be liable for the cost of return unless we agree otherwise with you. Your cooling off period will expire after 14 days from the date of receipt of your goods or, in the case of services, from the date your contract concluded. If you cancel this contract, we will reimburse to you all payments received from you (less any applicable service charges) without undue delay. For more information, please visit **vodafone.ie/df/assistance**

**How to cancel:** If you wish to return your pay as you go phone or mobile broadband device, please do so within the first 14 days of connecting with us. Simply complete this form and post it along with the device, the box and any additional content that was included with your order to the following address. We recommend using registered post.

**Cancellation address: Vodafone Returns, 1 Sandyford Park, Burton Hall Avenue, Sandyford Industrial Estate, Dublin 18.**

If you have any queries on our returns policy log onto **vodafone.ie/support** or call our **PAYG Care team** on **1747**.

| Please fill out the below |
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I hereby give notice that I want to cancel my contract of sale for the following goods

and/or for the provision of the following service(s)

Ordered on (date)

OR received on (date)

| My details |
| --- |

Customer name

Order number (this can be found on your order confirmation email)

Customer address

Signature

Date