

Three's Returns, Exchange & Cancellation Policy for Three Business Customers

Contents

Does this policy apply to you?	1
Important - Apple iPhone 18 Pro Max Returns.....	1
Three's Returns, Exchange and Cancellation Policy	1
Important Things to Note.....	3
Return Requirements for Apple iPhone 18 Pro Max.....	4
Faulty Products – what to do if your Equipment or Services are faulty	4
Moving from Three Business to Vodafone Business.....	4

Does this policy apply to you?

The Returns, Exchange & Cancellation Policy for Three Business Customers ("Policy") applies if you're a Three Business customer.

Important - Apple iPhone 18 Pro Max Returns

Where a Returns Period is available, the return of an Apple iPhone 18 Pro Max is subject to specific return requirements which differ from the standard return processes set out in this Policy. If you are returning an Apple iPhone 18 Pro Max, please refer to the section entitled 'Return Requirements for Apple iPhone 18 Pro Max', which sets out the applicable return procedures and which shall take precedence in the event of any inconsistency with the remainder of this Policy.

Three's Returns, Exchange and Cancellation Policy

We always hope you're happy with your services and any new purchases but just in case you're not, we've set out below when you can change your mind, including by returning or exchanging and equipment. This will depend on what you've purchased, where you placed your order, and if you purchased directly from Three or another retailer. Reference to 'Returns Period' means the number of days you have to cancel your Agreement and/or return the Device(s), where permitted, as detailed in this Policy.

If you have any queries not covered within this Policy, please contact as applicable, your Customer Success Manager, Partner or call Three on 337 from a Three mobile (free) or 0800 033 8033 (standard call charges apply).

Where did you place your order?	Can you change your mind?	What do you need to do?
Three Store	Excluding: (i) Business Broadband; or	Please return your Business Broadband Equipment to a Three Store.

	(ii) Device(s) and/or accessories which you have agreed, as part of your instore purchase, to be sent to you separately, If you bought a Device or accessory from a Three Store and you change your mind, you'll be unable to return or exchange it. For Business Broadband purchases you've got 30 days from receiving your Business Broadband Equipment to return or exchange. For Device(s) and/or accessories which you have agreed, as part of your instore purchase, to be sent to you separately, you've got 14 days from receiving your purchase to return or exchange. Additionally, regardless of route of purchase, the Returns Period does not apply where you: (i) upgrade an existing Plan; (ii) change an existing Plan; or (iii) move from a Three consumer plan to a Three business plan.	If you agreed as part of your instore purchase for your Device(s) and/or accessories to be sent to you separately, please return to a Three store. If you purchased your accessory from our accessory partner, please visit here: accessories.three.co.uk/pages/returns
Three Contact Centre or online at three.co.uk * (including Pick Up In Store orders)	Yes, within 14 days of receiving your purchase, unless you have purchased Business Broadband, in which case you have 30 days from receiving your Business Broadband Equipment to return or exchange it or cancel the Business Broadband Services. Please note, regardless of route of purchase, the Returns Period does not apply where you: (i) upgrade an existing Plan; (ii) change an existing Plan; or (iii) move from a Three consumer plan to a Three business plan.	Only available for Customers who purchased through our contact centre or online including Pick Up In Store orders). Chat with us at https://www.three.co.uk/business/help/contact-us Or, Call Three Customer Services on 337 from a Three mobile (free) or 0333 338 1004 (standard call charges apply) Or, Call your Customer Success Manager (where applicable) If you purchased your accessory from our accessory partner please visit here: accessories.three.co.uk/pages/returns *For Apple iPhone 18 Pro Max, please see the section titled 'Return Requirements for Apple iPhone 18 Pro Max'.

From another retailer or Partner	You'll need to check directly with them to see what their cancellation policy is. If you have connected to Three and used any of our services, then we may charge you for these. Please remember that it can take up to 3 months for some international and premium rate services to be applied to your bill.	You'll need to check directly with them to see what their cancellation policy is. If you purchased your accessory from our accessory partner, please visit here: accessories.three.co.uk/pages/returns
---	---	--

Important Things to Note

- You're allowed to do what is reasonable and turn on and use your Device to inspect it and to make sure you've received what you thought you were buying and that it works as expected, but if there's any damage, or it's used beyond what's reasonable, we have the right to charge you for any loss in value to the goods as a result of your use or damage.
- **Apple iPhone 18 Pro Max:** Notwithstanding any other provision of this Policy, the return procedures, return methods and return options otherwise set out in this Policy shall not apply to the return of an Apple iPhone 18 Pro Max to the extent expressly stated in the 'Return Requirements for Apple 18 Pro Max' section. Any return of an Apple iPhone 18 Pro Max must be made in accordance with the 'Return Requirements for Apple iPhone 18 Pro Max' section. In the event of any conflict between that section and any other provision of this Policy, the 'Return Requirements for Apple iPhone 18 Pro Max' section shall prevail.
- Before you send your Device(s) back, make sure you've taken the SIM out and disposed of it if you don't need it anymore. If your Device uses eSIM, you'll need to delete your eSIM profile. This will help to keep your personal information safe when returning your Device(s). Check you've got a replacement SIM or eSIM capable Device available before you delete your eSIM profile so you can move your number over.
- You must turn off "Find My iPhone" on your Apple Device before returning the Device to Three and you must not turn "Find my iPhone" back on during the returns or exchanges period. If you fail to remove it and "Find my iPhone" is enabled on the Device when your Device is received by us and/or or you turn "Find my iPhone" back on during the returns or exchange period, we'll reduce your refund or apply a charge to your Three account by an amount of up to £200 per Device.
- You'll need to pay a proportionate amount for any services received up to the date you cancel (e.g. a pro-rata amount of your Monthly Charge(s)) and will be charged for any Three Services you use (e.g., for any calls, texts or data used). It can take up to 3 months for some international and premium rate services to be applied to your bill.
- Multi Line discount - For full terms and definitions please refer to the Multi-Line Discount terms at <https://www.three.co.uk/business/terms-conditions/business>. If you cancel your Qualifying Plan during the Returns Period, any multi-line discount will not be applied to Additional Plans unless you have a remaining Plan which can replace the Qualifying Plan.
- If you return a Device (or accessory) to us, you will need to return the Device in the original packaging along with any manuals, chargers, accessories and any "free" gifts supplied with the Device. If anything is damaged or missing, you may be charged for these in line with the appropriate charges set out in our Price Guide.
- We realise mistakes happen, so take care when returning our Device to us. If you send us the wrong Device, or don't return your Device at all, we won't be able to process your request, and you'll continue to be charged in accordance with your agreement with us.

- If a Returns Period is available and you change your mind and wish to exchange your Device for a different colour, make or model, a £12.99 charge will be applied per Device. Please note that the Device being exchanged will need to be returned, and a new agreement subsequently issued in respect of the new Device(s) which may require a further credit check.
- For hygiene reasons, we can't accept returns or exchanges on some accessories, like headsets, where the packaging has been opened or had the seal broken.
- This Policy doesn't apply to digital products.
- If you change your mind after any applicable 14 day Returns Period (30 days for Business Broadband), and you are within the Minimum Term, you will need to give us 30 days' notice (or switch), and pay a Cancellation Fee as set out in the Terms and Conditions for Business Customers at <https://www.three.co.uk/business/terms-conditions/business-terms-and-conditions>
- If you fail to return the Broadband Equipment as required in our Business Broadband Terms and Conditions, whether inside or outside of the 30 days Returns Period, you will have to pay a non-return charge. For more information about these charges please see the Terms and Conditions for Business Broadband at <https://www.three.co.uk/business/terms-conditions/business-broadband>.

Return Requirements for Apple iPhone 18 Pro Max

Customers wishing to return an Apple iPhone 18 Pro Max must first contact Three Business Customer Services on **0333 338 1004** and comply with the return instructions provided by Three. If you exercise your right to return an Apple iPhone 18 Pro Max (where a Returns Period is available), the Device may only be returned to an eligible Three store. Three Business Customer Services can help you identify your nearest eligible store and provide return instructions. For the avoidance of doubt, Three shall have no obligation to provide, and will not automatically provide, a returns envelope, pre-paid returns packaging, postal returns service, courier collection or any other alternative return method in respect of an Apple iPhone 18 Pro Max. Any alternative return method may be offered by Three solely at its discretion and only where expressly confirmed by Three. If you are unable to return the Device to an eligible store, please contact Three Business Customer Services for further assistance and guidance.

In the event of any inconsistency between this section and any other provision of this Policy, this section shall prevail.

Nothing in this section or this Policy shall affect or limit any statutory rights that you may have under applicable law. Your statutory rights cannot be excluded or restricted.

Faulty Products – what to do if your Equipment is faulty

- If a fault occurs in the first 30 days of purchase, please contact us. If after testing a fault is found you will have the option of a repair, replacement or a return and refund.
- After 30 days you will be entitled to a repair. Where covered under the manufacturer's warranty there won't be a charge. Find out more [Business device repairs | Three Business](#).

Moving from Three Business to Vodafone Business

If you move from Three Business to Vodafone Business and then cancel any associated contract with Vodafone within the 14-day change of mind period (where available) without returning to Three, any early upgrade or Cancellation Fees that Three suspend conditional upon you remaining in contract with Vodafone, will become payable. These fees will be due when your Vodafone agreement ends and will appear on the next bill from Three.