

Three's Returns & Exchange Policy for all Three Customers including Business Customers

We always hope you're happy with your new purchase but just in case you're not, we've set out below when you can return or exchange it. This will depend on where you bought it, and if you purchased directly from Three or another retailer.

Devices and Accessories – Returns Policy

Where did you buy it from?	Can I return or exchange a Device or Accessory?
<p>From a Three Store (excluding Business customers) *</p> <p>Three Contact Centre* or</p> <p>Online at Three.co.uk*</p>	<p>If within 14 days of receiving your purchase, you decide you want to return or exchange the Device(s) and/or accessories for any reason you can:</p> <ul style="list-style-type: none"> • Call Three Customer Services on 333 from a Three mobile (it's free, unless you're on one of our new Essential Plans, in which case it will come out of any available minutes allowance or charged at your out of allowance rate of 55p per minute) or 0333 3381001 (standard call charges apply) from another phone. • Call 500 (it's free from a Three phone) or 0333 338 1003 from another phone (standard call charges apply) if you're a Mobile Broadband (modem, dongle, mobile WiFi, laptop or tablet) customer. • Our Business Customers should call 337 from a Three mobile (free) or 0800 033 8033 (standard call charges apply). • Complete and return the Cancellation Form to us set out below. <p>For Home Broadband and Business Broadband purchases you've got 30 days from receiving your purchase to return or exchange.</p> <p>If you purchased your accessory from our accessory partner please visit here: accessories.three.co.uk/pages/returns</p> <p>* We're sorry, but, for Business customers (aside from Business Broadband or 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. Additionally, regardless of route of purchase, the 14-day returns/exchange period does not apply where a Business Customer: (i) upgrades an existing Plan; (ii) changes an existing Plan; or (iii) moves from a Three consumer plan to a Three business plan.</p>
<p>From another retailer:</p>	<p>You'll need to check directly with them to see what their returns and exchanges policy is. If you're given an exchange or refund but 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.</p>

Three Your Way Device Plan Agreement

If you have a Three Your Way device plan agreement and return your device, the amount refunded for your device will be applied to your device plan agreement. If, after that, there is an amount that remains outstanding under your device plan agreement, you will need to continue to make your monthly payments on time and in full until that amount is repaid.

If multiple devices or accessories were purchased as a bundle, all elements of the bundle must be returned. If multiple devices or accessories were purchased as a bundle, all elements of the bundle must be returned.

If you have a Three Your Way device plan agreement and are exchanging your device, the exchange will be for the same make, model, memory size and colour as your original device. All terms under your existing device plan agreement, including your repayments and loan amount, will apply to your new device.

If you have a Three Your Way device plan agreement and are cancelling your airtime contract(s) within 14 days of making your purchase, you will be required to repay in full the balance outstanding under your device plan agreement.

Smartwatch

If you are returning a smartwatch you will have the option of keeping your Smartwatch Pairing plan which can be linked to another smartwatch. Note you are required to have an active airtime plan on Three in order for your smartwatch and Smartwatch Pairing services to work.

Business Customers

If you're a **Business Customer** and have any queries not covered within this Returns & Exchange Policy, please contact your Account Manager or call Three on 337 from a Three mobile (free) or 0800 033 8033 (standard call charges apply).

Pay As You Go

Purchased from a Three Store	We're sorry, but if you bought your PAYG SIM, Top-up, Pack or Add-on from a Three Store and you change your mind, you'll be unable to return or exchange it.
Purchased From Three Contact Centre or online at Three.co.uk	<p>Within 14 days of connection to the Three Services, known as your "Cooling Off Period", you may cancel your Pay As You Go Agreement by contacting Three Customer Services or completing the Cancellation Form set out below and returning it to us.</p> <p>You will be entitled to a refund of any Pay As You Go Credit that remains unused at the date of cancellation, or a refund related to the allowance remaining in your Pack, Top-up or Add-on as calculated by Three.</p> <p>You will not be entitled to refunds of Pay As You Go Credit, Packs or Add-ons which have been added after the Cooling Off Period has expired.</p>

Important Things to Note when using our 14-days returns policy

There are some important things to remember:

- 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.
- 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 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 also be charged for any Three Services you use before the end of your 14-day cancellation period (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.
- 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 you change your mind and wish to exchange your Device for a different make or model, a £12.99 charge will be applied.
- 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 the 14 day returns period (30 days for broadband), you will need to give us 30 days' notice and pay an early Cancellation Fee as set out in our [Three.co.uk/terms/terms-conditions/paym-and-payg](https://www.three.co.uk/terms/terms-conditions/paym-and-payg)

Important Things to Note for customers when using our 30-days returns policy for Home Broadband or Business Broadband

There are some important things to remember:

- 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.

- You'll also be charged for any data you use before the end of your 30-day cancellation period.
- 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 you change your mind and wish to exchange your Device for a different make or model, a £12.99 charge will be applied.
- If you change your mind after the 30 day returns period, you will need to give us 30 days' notice and pay an early Cancellation Fee as set out in our Three.co.uk/terms/terms-conditions/paym-and-payg
- If you fail to return the Broadband Equipment as required in our Home Broadband or Business Broadband Terms and Conditions (as applicable), 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 relevant terms at Three.co.uk/terms/terms-conditions/paym-and-payg

Cancellation Form

Only fill out this form if you want to withdraw from your agreement with Three during the 14 day returns period (or 30 days for Home Broadband customers or Business Broadband customers).

For purchases of Home Broadband or Business Broadband via a Three Store please return your Device to a Three Store.

Fill in the form below and post it to us at:

Three Customer Services
Hutchison 3G UK Limited
PO Box 333
Glasgow
G2 9AG.

Please put in as much information as possible including your Three phone number (where you have one). Once we've received the form we'll process your request and contact you about next steps, but it may take a few working days before you hear back from us. Don't forget you may be charged for any Services you use before we process your cancellation.

I/We* hereby give notice that I/We* cancel my/our* contract of sale of the following goods and/or for the supply of the following service(s):

Date Ordered on*	
Date Order Received*	
Name of Customer	
Address	
Three Phone number(s)	
Signature of Customer (only if this form is notified on paper)	
Date	

*Delete as appropriate

Faulty Products

What do I do if my Equipment or Service 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 [Repairing your device - Repairing your device - - Support - Three](#)

One final point to note:

If you're a consumer, these policies will not affect your statutory rights, which cannot be excluded. For more information on your statutory rights, please contact your local authority Trading Standards Department or Citizens Advice Bureau.

This policy applies to new customers who made purchases directly via Three from 30 January 2023.