

# 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

Where did you buy it from?	Can I return or exchange a Device or Accessory?
<b>From a Three Store</b>	<p>We're sorry, but, aside from Home Broadband devices 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.</p> <p><u>Home Broadband purchases</u></p> <p>If you are a Consumer customer and you purchased Home Broadband from a Three store, you can change your mind by visiting any Three store within 30 days of purchase to return your Home Broadband device and cancel your agreement. If you paid a deposit, you'll need to return your Home Broadband device to the original Three store.</p> <p>If you are a Business customer, you can visit any Three store within 14 days of purchase to return your Home Broadband Equipment and cancel your contract</p> <p><u>Other Device or Accessory purchased from a Store but sent to you subsequently, by Three</u></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"> <li>• 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 338 1001 (standard call charges apply) from another phone.</li> <li>• 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.</li> <li>• Our Business Customers should call 337 from a Three mobile (free) or 0800 033 8033 (standard call charges apply).</li> <li>• Complete and return the Cancellation Form to us set out below.</li> </ul>

<p><b>From Three Contact Centre or online at Three.co.uk</b></p>	<ul style="list-style-type: none"> <li>• 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 338 1001 (standard call charges apply) from another phone.</li> <li>• 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.</li> <li>• Our Business Customers should call 337 from a Three mobile (free) or 0800 033 8033 (standard call charges apply).</li> <li>• Complete and return the Cancellation Form to us set out below.</li> </ul>
<p><b>From another retailer:</b></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>

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

<p><b>Purchased from a Three Store</b></p>	<p>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.</p>
<p><b>Purchased From Three Contact Centre or online at Three.co.uk</b></p>	<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 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.
- Please note that we will only dispatch a new device to you immediately for the first exchange request. Any subsequent exchanges will only be processed once we have received and verified the condition of the device being returned.
- If you return a Device (or accessory) to us, you will need to the Device in the original packaging along with any manuals, 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, you will need to give us 30 days' notice and pay an early Cancellation Fee as set out in our Terms & Conditions | Three

## Important Things to Note for Consumer customers when using our 30-days returns policy for Home 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 Terms & Conditions | Three .

### 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 Consumer customers) for Customers who purchased at a distance (that is, from Three.co.uk or from Three Contact Centre) or who made their purchase instore but received their Device through the mail.

For purchases of Home 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. 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

**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 purchases made after 2 December 2021.