



Returns and Exchange Policy

Your statutory rights: this policy will not affect your statutory rights, which cannot be excluded.

The Wavonet Broadband Returns and Exchange Policy (this “**Policy**”) explains:

- a) Our 14-Day Change of Mind Policy (also referred to as the “**14-Day Period**”);
- b) How to make a return or exchange after you have notified us that you have changed your mind;
- c) Whether you will have to pay any charges;
- d) What happens after the 14-Days Period; and
- e) How we deal with faulty products.

In this policy ‘day’ means calendar day. This includes weekends and public holidays.

Does this Returns and Exchange Policy apply to my purchase?

This Policy applies to the Wavonet Broadband products/services purchased from us.

For any questions, you can contact our **Customer Service** team.

Please note, our 14-Days Change of Mind Policy doesn’t apply to

- WavoNet Business Broadband. If you’re unsure whether or not this Policy applies to your plan, please check your terms and conditions or speak to our [Customer Service](#);
- Installation services (or similar services) that have been provided prior to your cancellation of the order.

Our 14-day Change of Mind Policy or End of Agreement:

- Our 14-Day Change of Mind Policy gives you 14 days to change your mind, whatever the reason.
- If you wish to cancel (also referred to as ‘return’) or exchange your product/service under the 14-Day Change of Mind Policy, you must let us know within 14 days from when you receive your product/service.
- If you cancelled the purchase or at the end of agreement, you must return the equipment to us at return address below within 30 days of your cancellation or end of agreement.
- When your order is cancelled, we’ll send you an email with a printable and a digital label. You should repackage all equipment that came with your order in their original box(es), or use your own packaging, and either attach the printed label to the parcel or scan the digital label before posting. You must send all equipment back to us within 30 days of your cancellation, making sure that all items are protected and boxed securely. When we’ve received and processed your return, we’ll complete your cancellation request and if your return is accepted, we’ll close your account for the order you’ve cancelled. We reserve the right to continue to charge you according to your terms and conditions if our equipment is damaged or not received, subject to any evidence provided.



Charges:

Charges if I cancel within the 14-Day Period:

If you need to return a Device, disconnection will occur after it has been received by us . You may need to pay for any one-off upfront costs in respect of any activation, installation or other service and maintenance fees you've agreed to, in order to obtain any of the services. These charges will have been set out in your Contract Summary or Price Guide.

Charges If I cancel after the 14-Days Period:

If you wish to cancel your plan after the 14-Day Period, you'll need to give us 30 days' notice. You may also need to pay an early termination fee. More information, including how to calculate your early termination fee, is provided in the terms and conditions or Price Guide for each service.

Faulty products:

If a fault occurs, get in touch as we'll need to check and test the service for you. If this confirms a fault, we'll contact you to discuss the replacement of **Faulty broadband router** supplied by us.

Return Address:

Digi Fibre Communications Ltd, 3 Brookside, Calcot, Reading, United Kingdom, RG31 7PJ.

Need Support? Get in touch with us:

Phone: 0330 133 3399 free from any other UK mobile or landline

Email: support@wavonet.com

Post: 3 Brookside, Calcot, Reading, United Kingdom, RG31 7PJ

Website: www.wavonet.com/contact-us