



5 The Millhouse  
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ThePhoneCoop

## RETURNS POLICY

### **If you change your mind**

If you change your mind about any phone you've purchased from us, then let us know within 14 days of receiving it, and our customer service staff will tell you how to send it back for a full refund.

We recommend that the returns parcel is properly insured. The returned phone will be checked for damage or missing items – if for any reason the phone is no longer in a brand new condition we may need to deduct money from your refund to reflect the reduced value of the goods.

### **If you have a faulty phone**

If your phone develops a fault within 30 days of receipt, you can return it to us for a refund or replacement of the same make and model.

If a fault develops after 30 days, we may arrange to have the phone repaired, or replaced with the same make or model, once we have confirmed the fault.

If you think your phone has a fault, please contact our customer service staff, who will troubleshoot with you and determine if it needs to be repaired, before advising you how to send it back.

Please note this policy only covers faults, not damage caused by the user.

### **Before you return your phone**

- Remove your SIM card and make sure all your personal details have been backed up.
- Remove any personal locks or PIN codes, and paired accounts such as iCloud or a Google account. We won't be able to take back a locked device.
- Factory reset the phone to make sure none of your personal details are still on the phone when we receive it.

Please make sure to package the phone in its original box, with all manuals and accessories.



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We recommend that the returns parcel is properly insured, as you will be responsible for its safe return.

### **Refunds**

We will issue you with a refund for any purchased goods within 30 days of you contacting customer services. This refund will only apply to the purchase price of the goods; we will not refund the cost of returning them to us unless they are either faulty or substitute goods provided because ordered products were not available.

We may make a deduction from your refund if the returned item is: not in a brand new condition; incomplete (eg missing manuals, box, battery, accessories), or damaged. Refunds will be made to the method used to pay for the goods.