

Returns

sales@pebbell.com
VAT Registration No: 986630967

Dear Customer

It is important for us that you are satisfied with your order. However, if you for some reason wish to return the device that you have ordered please fill out this form and include it with your returned items. A Returns label can be found at the bottom of this form.

Invoice Number:	Name & Address details:
Invoice Date:	
SIM Number:	Email:
Date and place of purchase:	Date & Signature:

By signing above I hereby give notice that I wish to cancel my contract of Purchase of the following goods (listed in the table below); and (if applicable) the associated SIM Card.

Amount	Product description
Reason for return:	

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Checklist for return:

- Proof of purchase
- All the original parts
- All accessories or free gifts
- Original packaging
- A copy of this form

The address for customer returns is:

**HoIP Telecom (Returns)
9 Northland Road
Whitenap,
Romsey,
Hampshire SO51 5RU,
UK**

We will aim to process the return within 14 days of the receipt of this notice. The device must be returned in its original condition. If the device has marks or defects caused by the use of the device, a reasonable compensation may be charged for the reduction in value of the device.

Return and Compensation to be paid

You can open the packet and investigate its contents. If, however, you start using the device and then return the device, we may collect 30% of the selling price of the device from you as compensation for decrease in value. If the device is returned in unsalable condition, we reserve the right not to refund the complete amount. If activated, you are not entitled to receive any cash refund for any credit balance remaining in your SIM Account at any time.