

# Plusnet

## Cancelling your Plusnet services

# Cancelling your Plusnet service/s or equipment

Any non-business service from Plusnet (apart from BT Sport, Plusnet Protect and channel packs) can be cancelled up to 14 days from the day after you signed-up for the service. You can cancel your order for the equipment we have sent you up to 14 days after you receive it.

If you wish to cancel, please complete the form below and send it to the address listed. You may also cancel your broadband, phone and TV services by calling us on **0800 013 2632**. Plusnet Mobile customers wishing to cancel their mobile service can dial **500** from their Plusnet mobile or **0800 079 1133** on any phone.

To meet the cancellation period set out above, you must send your notice of cancellation to us, or you must have called us, before the cancellation period has expired.

## Effects of Cancellation

If you cancel within the period set out above you will have to pay for the services you have used and any installation, connection and activation charges that may apply and return any equipment. If you've had a free installation, connection or activation offer you'll need to pay any normal charges we have incurred before your cancellation.

If the service you sign-up for is an additional feature such as Anytime, a re-contract and/or upgrade, upon cancelling the service we may revert you to your previous contract or the closest matching service.

Where you cancel your service, and this includes any equipment provided to use the service, or where you cancel you order for any equipment, you must return the equipment to us, undamaged and in its original packaging, within 14 days of cancellation. Unless we agree otherwise you are responsible for the cost of returning the equipment. We will refund anything you have already paid for the equipment (including the costs of delivery), but may reduce the refund (or where you did not pay for the equipment in full, charge an appropriate amount up to the full value of the equipment) where the equipment is damaged or we consider that the equipment has been used more than absolutely necessary to verify that it was fit for purpose. We may offer to collect the equipment from you and if you agree, we will charge you our reasonable cost for doing so.

## Cancellation Form

To Plusnet plc, The Balance, 2 Pinfold Street, Sheffield, S1 2GU

I wish to cancel my contract for (e.g. Unlimited Broadband): .....

Details of Services/Equipment I wish to cancel: .....

Date ordered/received on: .....

Name: .....

Address: .....

Phone number: .....

Date: .....

Reason for cancelling my service/equipment (e.g. stop service, transfer to another provider or other. Please include these details so that we can deal with your cancellation appropriately):

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