

## Part 1 - Information

### Right to Cancel

You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from whichever is the later out of the day of the conclusion of the contract and the day when you acquire physical possession of any purchased equipment and/or you are able to receive our services.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (eg a letter posted to us at Lion Court, 25 Procter Street, London, WC1V 6NY or an email sent to help@mobi-data.co.uk). You may use the attached model cancellation form but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). We may make deductions from the reimbursement for (a) loss in value of any goods supplied, if the loss is the result of unnecessary handling by you; and (b) the value of any services you have used before your cancellation is completed. We will make the reimbursement without undue delay, and not later than (a) 14 days after the day we receive back from you any equipment supplied; or (b) (if earlier) 14 days after the day you provide evidence that you have returned the equipment; or (c) if there was no equipment supplied, 14 days after the day on which we are informed about your decision to cancel this contract. We will make reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the equipment back or you have supplied evidence of having sent back the equipment, whichever is the earliest.

If you have purchased any equipment as part of this transaction you will send this back to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the equipment before the period of 14 days has expired. You will have to bear the costs of returning the equipment. If, in a distance contract, you do not offer to bear these costs and the equipment, by its nature cannot normally be returned by post, you will have to bear the direct cost of returning the equipment, which is estimated at £20. You are only liable for any diminished value of the equipment resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the equipment.

If you requested to begin the performance of the services during the cancellation period you must pay us an amount which is in proportion to what has been performed until you communicated to us your cancellation from this contract, in comparison with the full coverage of the contract.

**Part 2 - Model Cancellation Form**

**To: MobiData, 1 Quality Court, Chancery Lane, London WC2A 1HR (email: [help@mobi-data.co.uk](mailto:help@mobi-data.co.uk))**

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods/for the supply of the following service [\*] (insert description of service-plan and/or equipment):

ordered on [\*]/ received on [\*] (insert date)

Name of consumer(s):  
Address of consumer(s):

Signature of consumer(s):  
(only if this form is notified on paper)  
Date

[\*] Delete as appropriate