



Vodafone home and TV services

Fourteen day cooling off period
cancellation form

Vodafone
Power to you

Vodafone fourteen day cooling off period cancellation form



This form is only for use by customers who wish to cancel a contract and/or return a product within the 14 day cooling off period.

Where you have ordered your products or services from Vodafone over the phone, online or from one of our door to door sales agents, you may be entitled to a 14 day cooling off period under the EU (Consumer Information, Cancellation, and Other Rights) Regulations 2013. If so, you have the right to cancel your contract and return your products to us before the expiry of your 14 day cooling off period and you will be liable for the cost of return unless we agree otherwise with you. Your cooling off period will expire after 14 days from the date of receipt of your goods or, in the case of services, from the date your contract concluded. If you cancel this contract, we will reimburse to you all payments received from you (less any applicable service charges) without undue delay. For more information, please visit vodafone.ie/df/assistance

How to cancel: The easiest way to cancel your Vodafone Home services is to **contact us on 1907** or log onto vodafone.ie/support and speak to one of our live chat agents.

An alternative way to cancel your Vodafone Home services is to complete this form and post it to the below address within the first 14 days of your home services being connected. A member of our Care team will be in contact to confirm your cancellation.

Cancellation address: Customer Options Team 2A, Vodafone, MountainView, Leopardstown, Dublin 18.

Please fill out the below

I hereby give notice that I want to cancel my contract of sale for the following goods

and/or for the provision of the following service(s)

Ordered on (date)

OR received on (date)

My details

Customer name

Order number (this can be found on your order confirmation email)

Customer address

Signature

Date