

## **Refund Policy**

June 10, 2019

Our Refund Policy explains the circumstances in which you can return your UK SIM Card to us and/or receive a refund and/or receive a refund of your refill voucher purchase. Our Refund Policy is in addition to, and does not exclude, any other rights you may have under Australian Consumer Law.

### **Returning your UK SIM Card**

If you change your mind and want to return your UK SIM Card to us, you can do so, but only in the following circumstances:

- (a) You haven't used your UK SIM Card; and
- (b) You haven't removed the small SIM Card chip from the larger outer plastic casing; and
- (c) Your UK SIM Card hasn't been removed from the white envelope; and
- (d) You return your UK SIM Card to us within 30 days of receiving it in the mail from us.

So long as (a), (b) and (c) are true, then you can return your UK SIM Card to us, by sending it to the return address on the original package shipped to you. You'll need to cover the cost of the return shipping. Also, we don't refund any postage you paid as part of your original order from us. We'll endeavor to process a refund within seven (7) business days after we receive your returned UK SIM Card.

Before returning your UK SIM Card to us, you must first email us at [info@ukprepaidsimcard.com.au](mailto:info@ukprepaidsimcard.com.au) to receive a return authorisation number.

For the avoidance of doubt, we will not accept a return from you if you've used your UK SIM Card, you've removed the small SIM Card chip from the larger outer plastic casing or your UK SIM Card has been removed from the small white envelope. Also, we will not accept a return from you after more than 30 days from when you received your UK SIM Card in the mail from us.

### **Refund of your recharge voucher purchase**

If you buy a recharge voucher from us, we cannot provide a refund under any circumstances. Recharge voucher sales are strictly final and are strictly non-refundable, non-reversible and cannot be used as credit towards another purchase.

For the avoidance of doubt, if you incorrectly redeem your refill voucher (for example, but not limited to, incorrectly redeeming the voucher) we cannot provide a refund nor can we reverse the redemption of the refill voucher.