

# Cancellation Form



You may use this form to cancel your service and contract where you wish to exercise your right:

- as a consumer (where you act wholly or mainly outside of a trade, business, craft or profession) provided under consumer protection law to cancel your contract with us within 14 days of the contract starting (determined in accordance with clause 3.7 of our Terms and Conditions for Residential and Small Business Customers); or

- under Wessex Internet's Cooling Off Period under clause 8 of our Terms and Conditions for Residential and Small Business Customers to cancel your contract with us within 14 days of the activation of your Service

## How to cancel

To exercise the right to cancel, you must inform us of your decision to cancel this contract by:

- a. calling Customer Support on 0333 240 7997; or
- b. emailing us using the web form available at <https://www.wessexinternet.com/help-and-support/>; or
- c. writing to us at Wessex Internet, c/o Ranston, Blandford, Dorset, DT11 8PU; or
- d. completing this cancellation form and sending it to us.

In order to cancel, you must provide your customer account number, name, address, postcode, telephone number and email address.

## Effects of cancellation

If you cancel within the cancellation period, we will refund to you all payments you made to us, including the costs of delivery of any relevant goods that you paid for as part as part of the service (except for any additional charges where you opted to pay for an advanced or expedited delivery service).

Where we started providing the services to you during the cancellation period, you shall be required to pay us a proportionate amount for the period that you received the service, calculated in accordance with the full duration of the contract. In accordance with our Terms and Conditions for Residential and Small Business Customers, you must pay for all installation costs for the Service that have been incurred by Wessex Internet at the point you exercise your right to cancel.

## Returning any relevant goods

You must send back to us all relevant goods to Wessex Internet, c/o Ranston, Blandford, Dorset, DT11 8PU no later than 14 days from the day on which you inform us you'd like to cancel your contract. You will bear the costs of returning the goods to us.

We may make a deduction from the amount we refund to you if we believe (acting reasonably) that the goods have been reduced in value as a result of unnecessary handling by you.

## Refund

The following charges apply only where you order the relevant Service and you either request that the relevant work or item is provided, or we inform you that the work or item must be provided in order for you to receive the Service.

We will issue the refund without undue delay, and no later than:

- a. 14 days after the day we receive the relevant goods back from you; or
- b. (if earlier) 14 days after the day you provide evidence that you have returned the goods; or
- c. if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel the contract.

We will issue your refund using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

<sup>1</sup>The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Please complete the relevant details below:



Customer account number*:	
Name*:	
Address*:	
Postcode*:	
Email address*:	
Telephone number*:	
Date of order (dd/mm/yy)*:	
Date (dd/mm/yy)*:	
Customer Signature*:	
Reasons:	