

Right to cancel

You have the right to cancel your contract within 14 days from the day after the day on which you receive your Order Confirmation ("cooling off period").

If you wish to cancel, you must inform us in writing of your decision to cancel your contract by email to cancellations@gigaclear.com. You may also cancel your contract by completing our cancellation form below and sending it to the address listed or by email to cancellations@gigaclear.com

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

Effects of cancellation

If you cancel your contract during your cooling off period and you requested a service to begin during the cooling off period, you must pay us an amount which is proportionate to the services provided up to the point you cancelled your order. You will not receive a refund for any one-off fees for activation if you cancel a service after activation. If you've requested installation of our services to take place during the cooling off period we will not refund the installation charge because we will incur costs which we cannot recover.

Where you cancel your service, and this includes any equipment provided to use the service, 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 paid for the equipment (including any 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 value of the equipment) where the equipment is not returned or 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.

If you cancel your Home Phone service and made calls during your cooling off period, you will be charged for the calls you have made and the plan charges calculated by the number of days your Home Phone service was active. You will not receive a refund for any one-off fees for activation if you cancel a Service after activation. Further details of any non-returned equipment charges can be found [here](#).

Cancellation Form

To Gigaclear Ltd, Building One, Wyndyke Furlong, Oxfordshire, OX14 1UQ

I wish to cancel my contract for

Date ordered/received on:

Customer Number:

Name:

Address:

Phone Number:

Date:

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

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