

Returns Policy

1 Non-faulty Returns:

1.1 The Buyer can change its mind and return the Products within 7 days of receipt. Should the Buyer wish to return the Products, the Buyer should inform i-Mob Pay of its intention in writing giving the appropriate invoice number and their relevant contact details together with full details of the Product they are returning.

1.2 The Buyer will receive a credit note or refund less any applicable delivery charges and restocking fee, provided the Products are unused and are in 'as new' and resale able condition in their original box with unopened packaging including all manuals and accessories. Any SIM Card must still be intact in its 'credit card' -style card and no calls must have been made on any online or telecommunications system to or from the SIM Card phone number.

1.3 It is the Buyer's responsibility to return the Products to i-Mob Pay at the Buyer's own cost and risk. Until the Products are received back by i-Mob Pay the Buyer shall remain liable for the Products and shall indemnify i-Mob Pay in respect of any loss or damages suffered by i-Mob Pay as a result of the Buyer's failure to return the Products in an 'as new' and resale able condition.

1.4 A change in call rates will not be grounds for returning the SIM Card or providing a refund.

1.5 i-Mob Pay Limited reserves the right to charge a restocking fee of 10% to cover administration costs.

2 Faulty Returns:

2.1 If the Buyer believes the Products to be faulty upon delivery then the Buyer should immediately notify i-Mob Pay in writing giving the appropriate invoice number and their relevant contact details together with full details of the fault affecting the Product. The Buyer shall then immediately return any such faulty Products directly to i-Mob Pay.

2.2 i-Mob Pay shall assess any faulty Products and shall use all reasonable endeavors to repair the Product. If it is not possible to repair the Product then i-Mob Pay shall offer the Buyer a replacement Product or a full refund at the Buyer's option.

2.3 In the event that any Product returned to i-Mob Pay in accordance with this clause 14.2 is found not to be faulty then i-Mob Pay shall have no liability to replace the Product or provide a refund if the Product has been returned more than 7 days from the date of receipt.

3 Refunds, Call Credit and Fair Usage Policy

3.1 i-Mob Pay shall not accept any responsibility for refunding credit that has been applied to the Product, either at the time of purchase or post purchase.

3.2 Fair Usage. The usage of the SIM Card and any of its calling systems is expected to be a fair balance between free incoming calls, chargeable incoming calls and chargeable outgoing calls. Excessive volume or duration of only free incoming calls or free call forwarding, determined at i-Mob Pay's discretion, acting reasonably, will constitute abuse. i-Mob Pay reserves the right to monitor usage, to apply call charges and/or withdraw the service from any SIM Card, and associated accounts, supplied to the Buyer at any time in the case of overuse or abuse of the free incoming calls facility. i-Mob Pay will not be liable for reimbursement, compensation of call

credit or purchase price or any sub sequential loss of any SIM Card or account that is suspended under this Fair Usage Policy.

A positive call credit balance of at least €0.01 must be maintained on the SIM account to receive free incoming calls. If a SIM has €0.00 balance the SIM account will be locked until call credit is added to the account.

3.3 Validity Period. The SIM Card and SIM Card phone number has a Validity Period of 12 months from the date of purchase. On the annual anniversary date a renewal fee is required to be paid to keep the SIM Card and SIM Card phone number active. Failure of the buyer to pay the annual renewal fee will result in the SIM Card being deactivated and the SIM Card phone number disabled and any remaining call credit on the SIM Card account cancelled. Cancelled call credit is nonrefundable.