

Axis

Consumer Cancellation Rights and Form

1 Your Cancellation Right

- 1.1 If you are a consumer, you may cancel a Service free of charge without having to pay a Cancellation Fee at any time up to 14 calendar days after we accept your Order for the relevant Service (the “**Cooling-off Period**”).
- 1.2 However, if you consent to the activation or commencement of a Service(s) before the end of the Cooling-off Period, you will need to:
 - (a) pay for any Charges you incurred until the point at which you cancelled such Service(s).
 - (b) return the Equipment to us at your own cost undamaged and in its original packaging not later than 14 days after the day on which you let us know that you wish to cancel the Service. If the Equipment is damaged, or you fail to return the Equipment to us within this period, we will be entitled to charge you our then current Charges for that Equipment.
- 1.3 You may cancel a Service using your Axis account or you may notify Axis by e-mail at info@axisforbusiness.co.uk, by telephone on **0844 875 1950** or by post **Axis For Business, Utility House, Prospect Street, Hull, HU2 8PX**. If you are e-mailing Axis or writing to Axis you may use the cancellation form below but in any event you should include details of your Order to help Axis to identify it. If you send Axis your cancellation notice by e-mail or by post, then the cancellation is effective from the date you send Axis the e-mail (and we receive it) or post the letter to Axis (to the email address or post address specified above respectively).

2 Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To Axis Telecom Limited, Utility House, Prospect Street, Kingston Upon Hull, East
Yorkshire, HU2 8PX
Tel: 0844 875 1950
Fax: 01482 388 450
Email: info@axisforbusiness.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods
[*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate