



# Instructions for cancellation

## Right to cancel

You have the right to cancel your contract up to 14 days of your service activation without giving a reason.

To exercise your right to cancel, you must inform us, toob Limited, either by calling us on 023 9300 9300, emailing [helpdesk@toob.co.uk](mailto:helpdesk@toob.co.uk) or by printing off the below cancellation form and sending it to toob Limited, Building 4000, Lakeside North Harbour, Portsmouth.

## Effects of cancellation

If you cancel your contract after the service has been installed, we will reimburse your payment for the first month of service (we will not reimburse any installation fee for an installation that has already taken place). If you cancel before installation, no payment will be taken.

We will reimburse you no later than 14 days after we have been informed of your decision to cancel.

You will receive reimbursement through the same means of payment as you used for the initial transaction. You will not incur any fees as a result of the reimbursement.



## Cancellation form

To toob Limited of Building 4000, Lakeside North Harbour, Portsmouth, PO6 3EN

I, (name) \_\_\_\_\_

of (address) \_\_\_\_\_

hereby give notice that I cancel my order for the supply of toob's home broadband service, ordered on,

\_\_\_ / \_\_\_ / \_\_\_\_\_

and received on,

\_\_\_ / \_\_\_ / \_\_\_\_\_ (if already installed)

The address of the property where I wish to cancel the service is:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I understand that toob may need to contact me regarding my cancellation and am happy for toob to use the details provided when I placed my order.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_