



### Data Roaming

We appreciate you will want to travel stress-free and we are here to help with this. With UK TELL you can roam within the EU and pay no more for your data and calls than you would in the UK (subject to our fair usage data policy). In addition, calling and messaging other mobiles and home phones in the EU are **[insert]** If you go over your allowances, use all your credit, or need a bit more data, you pay no more for extra data than you would in the UK. However, if you do over-run, we cap your data roaming usage at **£insert** (including VAT) unless you tell us otherwise. To avoid nasty shocks, we suggest you check whether your destination is in the EU, if not, we recommend turning your roaming off while you're there. If you go outside the EU, you cannot use your UK allowances and may be charged up to **£insert** per Megabyte, depending on the destination. See charges: **here**.

### Refund Policy

When you buy goods or services from a business, in law you have several rights as a consumer. These include the right to claim a refund, replacement, repair and or compensation where the goods are faulty or described incorrectly, or you change your mind in some instances. If you seek a refund please return the unused goods to us with proof of purchase within 14 days of delivery and we will offer you an exchange or a refund as per your rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Note, you have the right to cancel any subscription as per the Regulations within 14 days of contracting.

### Cookies

Cookies and similar technologies allow small pieces of information to be read from or placed onto your device when you visit a website or application. Your web browser sends this information back to the website so that they can remember preferences. They can also help to ensure that adverts you see online are more relevant to you. The cookies and similar technologies used on our website fall into four categories: strictly necessary, performance, functional, and targeting. You can control and manage cookies on your device, but these changes will apply to all websites you visit.

#### UK TELL LTD

B1, Balfour Business Centre  
390-392 High Road, Ilford, IG1 1BF  
Tel: +44 20 3150 4439  
www.uktell.co.uk Email: info@uktell.co.uk

 @uktell1  
 @uktell