

REFUND AND DELIVERY POLICIES

CREDIT CARD REFUND POLICY:

We will not provide any refund for any plans purchased unless no service has been used. If you change your mind within 24 hours of purchase of a plan & allowance not used, you may request a refund OR could change it to a different plan by calling our customer service.

Recharge on your Mobile are real-time transactions and there will be no refund or exchange permitted. Please be advised that you are responsible for the mobile number, Top Up and all charges that result from those purchases. Sunrise Mobile is not responsible for any purchase of Top Up for an incorrect mobile number.

However, in a case where a transaction has been completed by you on the Site, and money has been charged to your card but a Top Up has not been delivered within 24 hours of your completion of the transaction for reasons like "invalid recharge denomination", "service provider unavailable" and/or other technical issues, then you may inform us by sending us an email on cs@sunrisemobile.co.uk or posting us a message on the Contact Us page. Please note that as soon as the transaction fails, money is typically returned automatically to your original payment instrument.

CONDITIONS TO USE:

If you do not make a voice call, send a message or data, or purchase a top-up using the Top-Up Services within the additional thirty (30) day period, your SIM Card will be deactivated. If the SIM Card is deactivated, your specific telephone number will be reallocated to another Customer, you will not be able to access or use the Services, and you will not be entitled to a refund of any credit balance in your Account.

If Sunrise Mobile reasonably suspects that you have failed to comply with any of the provisions of above clause, Sunrise Mobile shall have the right to suspend, partially or fully, your access to the Services and/ or terminate this Agreement without prior notice and with immediate effect. If Sunrise Mobile terminates this Agreement for this reason, your SIM Card will be deactivated. If the SIM Card is deactivated, your specific telephone number will be reallocated to another Customer, you will not be able to access or use the Services, and you will not be entitled to a refund of any credit balance in your Account.

Upon activation of a SIM Card, the purchase of a Top-Up Voucher or the use of the Top-Up Services, you may be required to register your Personal Data with Sunrise Mobile, such as your name, address, date of birth, credit card or debit card details. If Sunrise Mobile determines that the Personal Data that you provide is false, Sunrise Mobile shall have the right to suspend, partially or fully, your access to the Services and/ or terminate this Agreement without prior notice and with immediate effect. If Sunrise Mobile terminates this Agreement for this reason, your SIM Card will be deactivated. If the SIM Card is deactivated, your specific telephone number will be reallocated to another Customer, you will not be able to access or use the Services, and you will not be entitled to a refund of any credit balance in your Account.

2. ORDER CANCELLATION AND DELIVERY POLICY:

When your order is placed, we'll send you an e-mail message acknowledging receipt of your order. If you choose to pay using an electronic payment method (credit card, debit card), you will be directed to secure payment page to complete your payment. Your contract to purchase an item will not be complete until we receive your electronic payment and dispatch your item.

New SIM purchased may take up to 5 working days to deliver. We will post your SIM card via Royal Mail, free of postage charge. Delivery address must be the same as the Billing address - i.e. the address your credit/debit card is registered to.

The department of Sunrise Mobile that you may contact for any enquiries about the Products or Services. You may contact the Customer Services Department in several ways:

- a. orders placed at the weekend or on a bank holiday will require at least one extra working day for delivery (for most postcodes, orders placed on a Saturday or Sunday will normally be delivered on a Tuesday);
- b. Any unforeseen stock shortages. If this happens, we will notify you of any delay;
- c. certain remote postcodes will require additional time for delivery; and
- d. If we cannot obtain immediate security clearance for payment of your order. The security of our customers is paramount so these checks are essential to combat fraudulent use of payment and address details.

While, we try to ship out every order that has been successfully placed with sunrisemobile.co.uk, there are some situations in which we may have to cancel orders.

SOME OF THE SITUATIONS THAT MAY RESULT IN YOUR ORDER BEING CANCELLED INCLUDE (BUT NOT LIMITED TO):

- a. Product No Longer Available or Temporarily Out Of Stock.
- b. Limitations on Quantities Available For Purchase.
- c. Inaccuracies Or Errors In Product Or Pricing Or Promotion Information Problems Identified By Our Credit And Fraud Avoidance Department
- d. Inaccurate or Insufficient Address.
- e. Non-Serviceable Locations.

CANCELLATIONS BY THE CUSTOMER

In case we receive a cancellation notice from you within 24-Hrs of placing the order and the order has not been processed by us, we will be more than happy to cancel the order and refund the entire amount to you (excluding Bank Charges if Any). We will not be able to cancel those orders that have already been processed and shipped out by us.

REFUND POLICY IS NOT APPLICABLE UNDER THE FOLLOWING CONDITIONS:

- a. Products with tampered or missing serial numbers.
- b. Anything missing from the package you has received including price tags, labels, original packing.
- c. If the Product is removed out of its holder.
- d. The item if you've received an item in a 'Damaged', 'Defective' or 'Not as Described' state. You may request a replacement at no extra cost. Replacement is subject to availability of stock. If the product is out of stock, you will receive a full refund. In case a replacement is Possible it will be given Priority over a refund.