

Returns Policy

We hope that our customers are pleased with their purchase. However, if you are not satisfied with the Goods (your mobile phone and mobile phone accessories) please read our Returns Policy carefully to ensure your return, exchange or repair is processed successfully.

Cancelling Your Network Contract and Returning Goods

You can cancel your contract once the minimum term is up by contacting the network directly. Go Mobile is unable to cancel any contract on your behalf. If within the minimum term, then the network will advise you of the cancellation fee payable to cancel your contract. You will be liable for the full length of your network contract and we are unable to cancel your agreement with the network.

Additional Services

1. Any additional services that were bought or included at the point of purchase will not be cancelled with your contract. Please cancel these directly with the service provider.
2. If you cancel the network contract you will no longer be entitled to any cash back, line rental refund, Promotional Products or other promotion or offer associated with the contract.

Exchanging or Repairing the Goods

If the Goods have developed a fault, you may be eligible for a free exchange or repair. To qualify as a fault, there must be a problem with the manufacturing of the Goods; accidental damage from water, impacts or otherwise do not qualify as a manufacturing fault, and are therefore not covered by a manufacturer warranty. However, you may be able to claim on insurance if you have it.

If the manufacturer fault has arisen outside of the first 30 days of receiving the Goods, please contact your manufacturer to arrange an exchange or repair. If you would prefer, we can arrange it on your behalf, but it is likely to take longer.

If the manufacturer fault has arisen inside the first 30 days of receiving the Goods, we will arrange an exchange or repair under the manufacturer warranty.

Exchange and Repair Terms

1. Exchange and Repair Period

- 1.1. Goods that develop a manufacturer fault within 30 days of the date of delivery will be exchanged or repaired free of charge, arranged by ourselves.
- 1.2. Goods that develop a manufacturer fault outside 30 days of the date of delivery, but inside the term of the manufacturer warranty, will be exchanged or repaired free of charge under the manufacturer warranty.

2. Qualifying Goods for Exchange or Repair

- 2.1. For the Goods to qualify for an exchange or repair under the manufacturer warranty, they must have developed a manufacturer fault, and be determined as such by ourselves or our partners.

2.2. Wilful or negligent damage to the Goods do not qualify for an exchange or repair under the manufacturer warranty, including damage from water, impacts or otherwise.

3. Associated Costs

3.1. Assessment of the Goods for exchange or repair by ourselves or our partners will be charged at £30.

3.2. If a manufacturer fault is identified by us or our partners, your postage costs will be refunded upon request, and you will not be charged the £30 assessment fee.

3.3. If a manufacturer fault cannot be identified by ourselves or our partners, you will be liable for the £30 assessment fee.

3.4. You will be liable for the £30 assessment fee if any wilful or neglectful damage to the Goods is determined, even if we or our partners also identify a manufacturer fault.

3.5 We do not accept any liability for the loss or damage of the Goods in transit.

4. Exchanging Goods

4.1. We will endeavour to provide a like-for-like replacement for your Goods. Where we are unable to, we will provide as close a match as possible.

How to Return Goods

1. Read the terms in this policy in full.

2. Contact the store you purchased from or on 0345 413 6395 to speak to an advisor.

3. Return the faulty item to any Go Mobile store.

3. If you cannot return to store, pack the Goods appropriately and return the Goods via a recorded and insured delivery service to the store address (as shown on your receipt)