

Refund & Cancellation policy

Returns policies

[Terms and conditions](#)

Returns policy

If you've ordered or bought a JJeatsonline Pay as you go device, a Pay monthly device and plan and/or the JJeatsonline Broadband and Home Phone Service (together, the 'Services'), this policy tells you:

- How you'll receive any mobile device, broadband router, accessories or similar equipment (the 'Equipment') so you can use our Services
- About our 14-day returns policy
- How to return the Equipment or cancel a plan
- What to do if you've damaged the Equipment, or forgotten to disable a security feature
- How to let us know if your device is faulty

1. Our 14-day returns policy

Our returns policy gives you 14 days to change your mind, whatever the reason and you can cancel or return your order within 14 days from when you receive the order. Other charges may apply to use the Services until you cancel your order.

Our 14-day returns policy doesn't apply to:

- Pay as you go services – although you'll be able to return the mobile device
- Business customers – speak to your account manager or Prime Contact for details
- Digital products and unsealed software – such as music and games which have been unsealed, downloaded or used (unless the products are faulty (see section 7. Faulty products)
- Equipment ordered from another company – like Argos or Carphone Warehouse. You'll have to go back to them to find out what to do

2. How do I cancel my order?

To make a claim under our 14-day returns policy, you'll need to tell us that you want to cancel your Service(s).

equipment and services returns

To confirm your cancellation contact us on 0406906677 . Standard call charges apply Print it out and send it to us at the address provided on the form.

Ordering online returns

Please get in touch on 0406906677 , free from all mobiles. We'll need your name, account number, address, telephone number and other personal information.

3. How do I return the Equipment within 14 days? What if I've damaged it?

You'll need to return any Equipment we've supplied you, such as your mobile device, JJeatsonline Broadband router or accessories. Just post to our po box k339 haymarket Sydney with your Equipment and proof of purchase, and our retail advisers will be able to help you. Unfortunately, you can't take a Broadband router back to any of our stores.

Alternatively, we'll send you a pre-paid envelope which will arrive in two to five days after you've contacted us. You must put all the Equipment that came with your order into the pre-paid envelope and send it back to us. Make sure that all items are protected and boxed securely.

If you choose to return your Equipment via post, a \$8.50 administration fee will be charged to your account

Once we've received and processed your return, we'll then complete your cancellation request and close your account for the Service(s) you've cancelled.

All Equipment must be in a like-new condition (this includes where applicable, the mobile device, charger, headphones, battery, instructions, and other products that came with your order). You must also return any other free or promotional products that you received with your order (for example, free headphones or phone cases) if you cancel within the first 14 days. We'll accept fair wear and tear.

Like-new condition means:

- The Equipment must be fully functional
- There must be no damage such as cracks, chips or visible signs of wear and tear that isn't reasonable for the age of the Equipment
- Mobile devices must have working screens, have no damage and must not be registered as lost or stolen

Check your item is undamaged (this means there are no cracks, chips or visible signs of wear and tear) and in its original packaging (if you have it).

If you return a damaged item to us, you may be charged up to 40% of its value.

4. How do I disable a product's security feature before I return it?

You must remove any security and other protective features that stop us from accessing the Equipment, such as 'Find my phone'.

5. What do I have to pay if I cancel within the 14-day returns period?

If you cancel your order before the end of the 14-day returns period and we've started to provide you with any of the Services, you may lose any offers or discounts that may have been applied to other services you've decided to keep. You'll also need to pay for:

- Any line rental (including extras and/or add-on Services) on a pro rata basis
- Any use of the Services not covered by the line rental (international calls, roaming, premium rate calls, for example), for the period up to the date your Service(s) is/are disconnected. More information, including how to calculate your early termination fee, is in the charges guide for each Service. You'll also need to pay for any one-off upfront costs for any activation, installation or other Service and maintenance fees you've agreed to, in order to obtain any of the Services. You can find these charges in your order form or charges guide.

If the Equipment was delivered to you, we'll refund the standard postage costs, if applicable.

It's your responsibility to make sure you don't use the Services, once you've told us you want to cancel. If you keep using the Services after you've told us, you'll be charged.

6. What do I have to pay if I cancel after the 14-day returns period?

If you change your mind after the 14-day returns period, you'll need to give us 14 days' notice and pay an early termination fee. More information, including how to calculate your early termination fee, is provided in the charges guide for each Service.

7. Faulty products - what do I do if my Equipment or Service is faulty?

If a fault occurs in the first 14 days after purchase, please get in touch as we'll need to check and test the Equipment for you. If this confirms a fault, we'll contact you to discuss your options – you can have it repaired, replaced or simply return it. If you have an issue with your Broadband router, we'll replace it.

After 14 days, we'll try and repair the Equipment for you. We'll let you know about any charges beforehand. If it's covered by the manufacturer's warranty, you won't be charged for this. If we take your Equipment away for a repair, you may be able to borrow another similar item while you wait for yours to be repaired.

Damage to Equipment isn't covered by the manufacturer's warranty. If it's damaged rather than faulty, we'll let you know how much the repair or replacement will cost.

8. Your rights

Our returns policy won't affect any of your legal rights. For more information on your rights, contact your local [Trading Standards department](#) or [Citizens Advice Bureau](#)

Updated March 2021

How to close a service.

You can close your service by giving us a call on 0406906677 from your JJEATSONLINE.

If you're overseas, you can close your service by calling +61 0406906677.

If you're closing your service without transferring your number to another provider, the number won't be active from the end of your last billing cycle.

How to transfer your number from JJeatsonline pty ltd to another provider.

We're sorry to see you go. At JJeatsonline , we regularly invest in our network and continually update our plans – so feel free to give us a call when you'd like to return to us.

If you're transferring your mobile number to another provider, you'll need to organise it through your new mobile provider.

To transfer your number to another to another provider:

- You must be the account holder.

- The number must be active with us at the time of the transfer.
- You will need to provide your new provider with your account number.

We charge \$8 to transfer your number to another provider.

How much will it cost to close my service?

If you signed up to a [JJeatsonline](#) Infinite, Red Plus or Red Plan with a service Payment Plan, you'll need to pay the remainder of your Mobile Payment Plan to close your service. You will also need to pay any outstanding charges on your account.

If you signed up to a Month to Month SIM Only Plan, there's no cost for closing your service.

If you signed up to a 12 or 24 month plan and you're still within your contract period when you close your service, you'll be charged an Early Exit Fee on your final bill. This fee is calculated by multiplying 50% of your monthly plan fee by the number of months you have left on your contract, plus 100% of any remaining device instalments if applicable.

For 24 month Tablet Plans, the Early Exit Fee is calculated by multiplying 65% of your monthly plan fee by the number of months you have left on your contract, plus 100% of any remaining device instalments.

If you have an Accessories Payment Plan or Mobile Payment Plan with any plan, you'll need to pay them out before you leave.

Final bills are issued on the next billing date after disconnection. Your final bill will go to the last address you had with us. Please ensure that you provide us with an active email or postal address for your final bill. If you don't receive your final bill, give us a call on 0406906677 .

Our plans are charged one month in advance, which means when you cancel your service your final bill will typically be a \$0 amount and simply show a summary of your usage. However, you may see extra charges:

- If you received automatic additional data.
- If you used a service that wasn't included as part of your plan.
- If you were still in contract or hadn't finished paying off a device on a Mobile Payment Plan.

If you cancel your service mid-way through your billing cycle, you won't receive a credit or a reimbursement on your plan fees for a partial period. If you'd like to pay your final bill through direct debit, please ensure that you don't close your bank account before the direct debit has gone through.

If your account has been closed and you'd like to pay your final bill online with a credit or debit card, you'll need to use your account number as the payment reference.

You won't be able to use your mobile number as the payment reference if your account is closed.

If your account is in credit from overpayment, we can refund you the credit balance. If you paid your account with direct debit and the credit amount is \$5 or more, we'll automatically refund it to the bank account or credit/debit card you used.

If you paid your account by another payment method, or the credit amount is less than \$5 or you paid, you can request a refund by calling 0406906677 from your JJeatsonline phone or 0406906677 from any phone.

If you receive your bill via email, you can download your bill for up to 90 days after disconnection. If you receive a paper bill, you will continue to receive

your bill until there's no outstanding balance. You won't be able to access your bill through JJeatsonline

There may be an impact to the other plans that you are sharing with. For more information, call us on 0406906677 from your JJeatsonlinephone or 1300 650 410 from any phone.

No. Only the account holder can request us to close a service. For more information, check out our support page about calling on behalf of someone else.