

## INSTRUCTIONS FOR EXERCISING YOUR RIGHT OF WITHDRAWAL

### **Right to Withdraw**

You have the right to withdraw from this agreement within 14 days without giving a reason. The Withdrawal Period will expire 14 days after the date of the conclusion of your contract with ACN. If You buy ACN Equipment, the Withdrawal Period expires 14 days after You receive the equipment.

To exercise your right of withdrawal, You must inform us of your decision to withdraw before the Withdrawal Period has expired. To do so, you must contact us (by post, email, telephone or online):

<b>By Post*:</b>	<b>By Email:</b>	<b>By Telephone:</b>
ACN European Services Ltd. P.O. Box 427 Hounslow TW4 6DR United Kingdom	CPS/WLR: <a href="mailto:CS.UK@acneuro.com">CS.UK@acneuro.com</a> DPS: <a href="mailto:uk.digital@myacn.eu">uk.digital@myacn.eu</a>  JOi Services: <a href="mailto:support@joitelecom.co.uk">support@joitelecom.co.uk</a>	CPS/WLR Tel 020 360 85050 DPS Tel 020 360 85051 JOi Services: 0121 227 4400  To speak with a Customer Service agent, please call the number for the service You purchased.

\* Use this address only for submitting your notice of withdrawal. Your ACN Equipment should be returned to the address indicated on the Return Merchandise Authorization form.

You may use the attached Model Withdrawal Form to advise us of your decision to withdraw, but You are not required to do so. For Carrier Preselection, Line Rental, and Digital Phone Service, You may submit the Model Withdrawal Form online at [www.myacn.eu](http://www.myacn.eu), and we will acknowledge receipt by return email.

### **Effects of Withdrawal**

If you withdraw from this agreement, ACN will reimburse any payment received from You, including the cost of delivery of ACN Equipment purchased by You, within 14 days from the date on which You informed us of your decision to withdraw. ACN will reimburse You using the same means of payment that You used to pay us, unless otherwise agreed.

If You purchased ACN Equipment, You must return it to ACN at your cost within 14 days of exercising your right of withdrawal to obtain a refund unless ACN directs You otherwise. ACN may withhold reimbursement until we receive the ACN Equipment or You provide evidence that You have shipped it to us. ACN Equipment must be returned undamaged, in its original packaging, and with all the original contents. If You damage or fail to return ACN Equipment, You will be charged for it.

If You ask us to begin providing your ACN Services during the Withdrawal Period and We begin providing the requested ACN Service, you may still exercise your right of withdrawal; however, You will be required to pay us an amount in proportion to the services provided to You until You give notice of withdrawal.

## MODEL WITHDRAWAL FORM

(Complete and return this form only if you wish to withdraw from this agreement)

**To:** ACN European Services Ltd.  
P.O. Box 427  
Hounslow TW4 6DR  
United Kingdom

CPS/WLR: [CS.UK@acneuro.com](mailto:CS.UK@acneuro.com)  
DPS: [uk.digital@myacn.eu](mailto:uk.digital@myacn.eu)  
JOi Services: [support@joitelecom.co.uk](mailto:support@joitelecom.co.uk)

I hereby give notice that I withdraw from my agreement with ACN for the provision of the following service:

Customer Name:	
Customer Address:	
Customer Telephone:	
Account/Order Number:	
Order Date:	
Service Purchased:	
Customer Signature:	
Date:	