

Instructions for cancellation

Right to cancel

You have the right to cancel your contract up to 14 days of your service activation without giving a reason.

To exercise your right to cancel, you must inform us, Digital Home UK Limited, either by:

- calling us on 0330 1333693, or
- emailing us at hello@digitalhomeuk.com, or
- by printing off the below cancellation form and sending it to Edenoak Ltd, trading as Digital Home, 13 The Rise, Sevenoaks, Kent, England, TN13 1RG.

Effects of cancellation

If you cancel your contract after the service has been installed, we will reimburse your payment for the first month of service (we will not reimburse any installation fee for an installation that has already taken place).

If you cancel before installation, no payment will be taken.

We will reimburse you no later than 14 days after we have been informed of your decision to cancel.

You will receive reimbursement through the same means of payment as you used for the initial transaction. You will not incur any fees as a result of the reimbursement.

Cancellation form

To: Edenoak Ltd, trading as Digital Home, a company incorporated in England with company registration number 11581945. Our registered office is at 2 Lakeview Stables, Lower St. Clere, Kemsing, Sevenoaks, Kent, England, TN15 6NL.

I, (name) _____

of (address) _____

hereby give notice that I cancel my order for the supply of Digital Home's home broadband service,

ordered on, _____ / _____ / _____

and (if already installed) received on, _____ / _____ / _____

The address of the property where I wish to cancel the service is:

I understand that Digital Home may need to contact me regarding my cancellation and am happy for Digital Home to use the details provided when I placed my order.

Signed: _____

Date: _____