

myuksimcard.com

Refund Policy

June 10, 2019

Our Refund Policy explains the circumstances in which you can return your My UK SIM Card to us and/or receive a refund and/or receive a refund of your refill voucher purchase.

Returning your My UK SIM Card

If you change your mind and want to return your My UK SIM Card to us, you can do so, but only in the following circumstances:

- (a) You haven't used your My UK SIM Card; and
- (b) You haven't removed the small SIM Card chip from the larger outer plastic casing; and
- (c) Your My UK SIM Card hasn't been removed from the small white envelope; and
- (d) You return your My UK SIM Card to us within 30 days of receiving it in the mail from us.

So long as (a), (b) and (c) are true, then you can return My UK SIM Card to us, by sending it to the return address on the original package shipped to you. You'll need to cover the cost of the return shipping. Also, we don't refund any postage you paid as part of your original order from us. We'll endeavor to process a refund within seven (7) business days after we receive your returned My UK SIM Card.

Before returning your My UK SIM Card to us, you must first email us at info@myuksimcard.com to receive a return authorization number.

For the avoidance of doubt, we will not accept a return from you if you've used your My UK SIM Card, you've removed the small SIM Card chip from the larger outer plastic casing or your My UK SIM Card has been removed from the small white envelope. Also, we will not accept a return from you after more than 30 days from when you received your My UK SIM Card in the mail from us.

Refund of your refill voucher purchase

If you buy a refill voucher from us, we cannot provide a refund under any circumstances. Refill voucher sales are strictly final and are strictly non-refundable, non-reversible and cannot be used as credit towards another purchase.

For the avoidance of doubt, if you incorrectly redeem your refill voucher (for example, but not limited to, incorrectly redeeming the voucher) we cannot provide a refund nor can we reverse the redemption of the refill voucher.