

## Earth Support

### Cancellation

**11 March 2025**

#### **Cancelling during the cooling-off period**

Once you have signed up with us, your 14-day cooling-off period will begin the day after you sign up and place your order.

If you change your mind and want to cancel your order within your cooling-off period, please contact us.

We will give you a full refund of any fees you have paid; if you have already received a router, we will add a £60.00 charge to your account.

As soon as we receive the router back, we will refund or remove the charge from your account.

If you have asked us to provide services during the cooling-off period, such as expediting your order, we may charge you for your services.