

Earth Support

Cancellation

27 Nov 2024

What are the cancellation fees?

We hope it never comes to this, but if you would like to cancel your contract and you are out of your 14-day cooling-off period (which commences the day after you sign up), you should expect the following charges:

- You will be charged an Early Termination Charge which is your monthly payment multiplied by the number of months remaining on your contract.
- You will be charged a £35.00 line cease charge.
- You must pay until the end of the calendar month - please do not cancel your direct debit.
- A £60.00 router fee will be applied to cover the cost of the router (if you return the router, we will refund this charge)

Please note that if we cannot take a final payment from you or you do not return the router within seven working days, you will be charged, and your account may be referred to a third-party debt collection agency, where further fees will be applied.