

# ORDER CANCELLATION FORM

1 9 wxyz 2 abc .com<sup>®</sup>

- Completing this form does not automatically entitle you to a refund. As per the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if we have supplied the services (i.e all credits have been used, or subscriptions provided) then no refund will be issued. If you have made a mistake or simply changed your mind and you have not started to use the service, you have the right to cancel within 14 days of purchase and a full refund will be issued. However if you have started to use the service and wish to cancel within the 14 days, we will refund on a pro rata basis for services used.
- The quickest way to cancel an order is to email us at [feedback@192.com](mailto:feedback@192.com) and either attach this form to your email or include all the information on this form within your message. Alternatively please see below for our contact details.

## DETAILS OF ORDER TO BE CANCELLED:

Registered email address:

Date of order:

Package:

Amount of order (£) :

Order ref if known:

Contact telephone number:

Name on account:

I confirm that I would like to cancel my order for the provision of the service detailed above.

Signed:

Date: \_\_\_/\_\_\_/\_\_\_

We can only cancel your order if the information given on this form matches the details we have. By completing this form, you only cancel a particular order. It does not cancel your account.

To cancel your order please complete the form and return by either:

### Post:

Customer Service  
192.com Ltd, 8 Quayside Lodge,  
William Morris Way, London, SW6 2UZ

**Or Email:** [feedback@192.com](mailto:feedback@192.com)

**Or Fax:** 0207 909 2169