

## The 'Not satisfied, refund' promotion is valid until 31 December 2021.

The possibility of a refund applies to Lebara Sim Only contracts with a duration of 24 months and contracts that can be cancelled monthly. It also applies to customers who have switched from Prepaid to Sim Only. The refund does not apply to extended subscriptions or when switching from a monthly cancelable contract to a 24-month contract.

- The refund must be applied for via the application form at [lebara.nl/refund](https://lebara.nl/refund).
- The payment of the refund will take place within three weeks after the application has been approved.
- After submitting the application form and confirmation of the cancellation the subscription will be de-activated. The existing Lebara telephone number will be made available immediately to transfer to any other provider. Customer has to contact Lebara Customer Service to request number porting to another provider.
- After terminating the Sim Only subscription number will be migrated to Prepaid. The phone number will still be accessible to receive incoming calls and SMS's, but it won't be possible to place outgoing calls, SMS's as well as accessing the data network without call credit.
- The refund must be requested within 30 days of activating the Sim Only subscription. A refund without activation is not possible.
- Subscription fees must be paid in full before they can be refunded. Charges incurred that are not included in the bundle are automatically deducted.
- The refund will only be paid out if the entire Sim Only subscription is cancelled. A refund for only additional options is not possible.
- Any costs incurred not included in the bundle will not be reimbursed in the event of cancellation.
- The maximum amount to be settled consists of the monthly amount of the Sim Only subscription, including any additional options and connection charges.
- This refund may only be used once. A second request may be refused by Lebara on the basis of a data check. This check is performed in accordance with the terms of our Privacy Policy.

See [lebara.nl/terms-and-conditions](https://lebara.nl/terms-and-conditions) for a complete overview of the conditions.